

SAMEDAYMAID.COM

CLIENT CLEANING SERVICES AGREEMENT (CALIFORNIA)

This Agreement is entered into between SamedayMaid.com ("Company") and the undersigned Client.

1. SERVICES

Company will provide cleaning services as selected at booking. Services are limited to the agreed scope only.

2. CLIENT RESPONSIBILITIES

Client agrees to provide safe access, secure valuables and pets, and disclose hazards or fragile items.

3. ASSUMPTION OF RISK & HOLD HARMLESS

Client agrees to hold harmless the Company except in cases of gross negligence or willful misconduct.

4. LIMITATION OF LIABILITY

Total liability shall not exceed the amount paid for the specific service.

5. DAMAGE CLAIMS

Claims must be reported within 24 hours to clean@samedaymaid.com.

6. MANDATORY MEDIATION

All disputes shall first be submitted to confidential mediation in California.

Client Name:

Service Address:

Service Date:

Client Email:

Client Phone:

Client Signature (typed):

Date:

SAMEDAYMAID.COM

DAMAGE & CLAIMS DISCLOSURE (CALIFORNIA)

This Damage & Claims Disclosure is provided by SamedayMaid.com ("Company") and applies to all cleaning services.

IMPORTANT DISCLOSURES:

1. PRE-EXISTING CONDITIONS

Company is not responsible for damage caused by pre-existing conditions, improper installation, aged or brittle materials, normal wear and tear, or surfaces that are inherently fragile.

2. CLIENT DISCLOSURE OBLIGATION

Client must disclose in advance any fragile, high-value, specialty, or delicate items, as well as unsafe or hazardous conditions. Failure to disclose releases Company from liability.

3. DAMAGE CLAIM REPORTING WINDOW

Any claim for damage must be reported within twenty-four (24) hours of service completion.

Claims must be submitted by email to: clean@samedaymaid.com

Claims reported after 24 hours are deemed waived.

4. CLAIMS HANDLING

Company reserves the right to inspect, repair, replace, or reimburse at its sole discretion.

5. LIMITATION OF LIABILITY

To the fullest extent permitted by California law, Company's total liability shall not exceed the amount paid for the specific cleaning service giving rise to the claim.

This Disclosure does not limit liability for gross negligence or willful misconduct.

CLIENT ACKNOWLEDGMENT

By signing below, Client acknowledges receipt and understanding of this Damage & Claims Disclosure.

Client Name:

Service Address:

Client Signature (typed):

Date:

SAMEDAYMAID.COM

PAYMENT, CANCELLATION & RESCHEDULING POLICY (CALIFORNIA)

This Payment, Cancellation & Rescheduling Policy applies to all services provided by SamedayMaid.com ("Company").

1. PAYMENT TERMS

Payment is due at the time of service unless otherwise agreed in writing. By booking services, Client authorizes Company to charge the payment method on file.

2. CANCELLATIONS

Cancellations made less than twenty-four (24) hours before the scheduled service time may be subject to a cancellation fee.

Same-day cancellations or no-shows may be charged up to the full service amount.

3. RESCHEDULING

Reschedule requests made more than 24 hours in advance are permitted without penalty, subject to availability.

Reschedule requests made within 24 hours may be treated as cancellations.

4. ACCESS / LOCKOUT

If Company is unable to access the premises due to lack of entry, incorrect access information, or unsecured pets, a lockout fee or full service charge may apply.

5. REFUNDS

All services are final once completed. Refunds are not guaranteed and, if approved, are issued at Company's discretion.

6. FAILED PAYMENTS

Failed, reversed, or disputed payments may result in additional fees and suspension of service.

This Policy complies with applicable California consumer protection laws.

CLIENT ACKNOWLEDGMENT

By signing below, Client acknowledges receipt and agreement to this Policy.

Client Name:

Service Address:

Client Signature (typed):

Date:

SAMEDAYMAID.COM

PET & FRAGILE ITEMS DISCLOSURE (CALIFORNIA)

This Pet & Fragile Items Disclosure applies to all cleaning services provided by SamedayMaid.com ("Company").

1. PET RESPONSIBILITY

Client is solely responsible for the behavior, containment, and safety of all pets on the premises. Pets must be secured or removed prior to service.

Company is not responsible for pet escape, injury, illness, or behavior-related incidents unless caused by Company's gross negligence or willful misconduct.

2. FRAGILE & HIGH-VALUE ITEMS

Client must disclose in advance any fragile, delicate, antique, or high-value items, including but not limited to glassware, artwork, collectibles, heirlooms, specialty surfaces, or electronics.

Company is not responsible for damage to undisclosed fragile or high-value items.

3. NORMAL WEAR & MATERIAL FAILURE

Some materials may be inherently fragile due to age, wear, improper installation, or manufacturing defects. Company is not responsible for breakage resulting from these conditions.

4. LIMITATION OF LIABILITY

To the fullest extent permitted by California law, Company's total liability shall not exceed the amount paid for the specific service giving rise to the claim.

This Disclosure does not limit liability for gross negligence or willful misconduct.

CLIENT ACKNOWLEDGMENT

By signing below, Client acknowledges receipt and agreement to this Pet & Fragile Items Disclosure.

Client Name:

Service Address:

Client Signature (typed):

Date: