



## Terms and Conditions

**By scheduling a one time or recurring service with Grime Junkies, LLC, you are agreeing to the following terms and conditions.**

### SUPPLIES:

We arrive with all our own products (cleaning supplies, vacuums, and equipment) to clean your space. However, we can use your products if you prefer. Keep in mind that we may still have to use some of our products as well, depending on what you have or don't have that may be required.

### REQUESTS:

Have your home picked up and ready for cleaning. Additional charges may be incurred if cleaning technicians require more time due to your home not being ready for cleaning or if a job is underestimated due to the condition of the home.

### WORK HOURS: MONDAY – SUNDAY BY APPOINTMENT

### ALARM SYSTEMS & KEYS:

It is not necessary to be at home while we're there cleaning. Turn off all alarm systems. If you choose to leave the alarm armed, make sure we have the key code so we can disarm when we arrive, and set it again when we leave. Alternatively, we will need a house key if needed to access the job. A \$50 fee will be charged if we are unable to access your home.

### RESCHEDULING:

Things are going to happen. At one point or another and for whatever reason you may need to reschedule your cleaning. Please call, text, or email as soon as you know that there is a conflict, and we will do our best to reschedule your cleaning at our earliest availability. We will do the same. If a 24-hour notice is given, then there will be no \$50 cancellation charge.

### SICK POLICY:

If you or anyone in your household is sick with a contagious illness (i.e., the flu, a cold, pneumonia, chicken pox etc.) please call and reschedule your cleaning. Even though we sanitize your house, it is possible that we might transport germs to the next house or become sick ourselves. To be fair to all our customers we prefer to wait until you are well again. On our end, we may call in sick as well to protect you and your family.

### SATISFACTION:

We aim to please. If for any reason you are not 100% completely satisfied, please contact us at 830-890-0678 within 24 hours and we will send our cleaning technicians back to redo the area of concern free of charge. Unfortunately, we're not able to offer refunds or discounts on the original bill in place of a redo.

### PETS:

We are a pet-friendly company. We just ask that you leave your pet outside or in a gated area to ensure the safety of our cleaners. Please let us know how to appropriately handle cleaning around your pet.

### SERVICES WE DO NOT PROVIDE:

Carpet cleaning, cleaning inside the fireplace, antiques, collectibles, china cabinets, jewelry, high windows, high ceiling fans, high light fixtures, mini blinds, pools, exterior windows, mold, insect infestations, human or animal bodily fluids.

### LIMITATION OF LIABILITY:

Grime Junkies, LLC will not be liable for items broken or damaged due to product wear-and-tear, nor damage to or caused by fixtures that are not properly secured such as pictures, mirrors, window treatments, wall coverings, lack of furniture glides for wood



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floors, lack of scratch covers on the bottom of furniture decor, cabinet mounted appliances, and household accessories. We will not be liable for damage that is not reported within 24 hours of your last cleaning.

### OTHER:

To meet your needs and to ensure your satisfaction, Grime Junkies, LLC reserves the option to reevaluate rates at any time. If you request changes to your service after receiving your original estimate, additional charges may be billed, or a new estimate may be required.

We cannot care for or take responsibility for pets, plants, or children in the home during your cleaning.

We agree to keep all client's details and information confidential.

**PAYMENT:** Payment is due at the time of service. Cash, check, credit card and bank transfers are all acceptable forms of payment. If you do choose to pay with cash or write us a check, feel free to leave it on the kitchen counter. Please make checks payable to Grime Junkies, LLC. Paying with a credit/debit card, or electronic check is secure and leaves an electronic accounting trail for your records. This will be done through our QuickBooks invoice that you will receive via email. There is a 3% credit card processing fee that will be added to the invoice should this be your preferred payment method.

**SALES AND USE TAX:** We are required by the state of Texas to collect state and local sales taxes. Refer to Rule 3.356, Real Property Service and Publication 94-111, Cleaning and Janitorial Services at [COMPTROLLER.TEXAS.GOV](http://COMPTROLLER.TEXAS.GOV) for details or more information.

Print Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

THANK YOU FOR YOUR BUSINESS!