



## Terms of service

Faith Sparkles Clean LLC. Terms and Conditions of service for all Clients who hire Faith Sparkles Clean LLC for Residential, Commercial and Post-Construction jobs.

Terms of service order to prevent misunderstanding or miscommunication, the following is the terms of service that apply when booking and hiring Faith Sparkles Clean LLC:

The terms and conditions of service herein (collectively, this "agreement") constitutes a legal agreement between you (the "client") and managed by Faith Sparkles clean LLC. By using or receiving any goods or services supplied to the client by the company, and together with the website at <https://www.faithsparklescleanllc.com> . The Company reserves the right to modify [the terms and conditions of this agreement or its policies relating to the service effective upon posting an updated version of this agreement on our website <https://www.faithsparklescleanllc.com> The Client is responsible for regularly reviewing this agreement continued used of service rendered by Faith Sparkles Clean LLC. Faith Sparkles Clean LLC services may only be used by individuals 18 years of age and older. Who can form legally binding contracts under applicable law. You represent and warrant that you at least 18 years old at the time of booking. That all information you submit is accurate and truthful. You agree to comply with all applicable laws regarding online conduct and acceptable content. You are responsible for all applicable taxes. In addition, you must abide by Faith Sparkles Clean LLC. Policies stated in the agreement.

Terms and Conditions and Privacy Policy applies to any users on our site or anyone contacting Faith Sparkles Clean LLC. Organization in any way or form.

## Service Overview

Faith Sparkles Clean LLC is a platform through which clients can schedule jobs and are provided with qualified providers assigned to complete the job. When a job is posted at Faith Sparkles clean LLC. We may pre-authorize your payment card before assigning providers to ensure availability of funds. We DO NOT ALLOW Cash or Check Payments. When jobs are completed at end of day We collect payments from our clients to provide payments to providers (on scheduled pay days). When Booking Services At <https://www.faithsparklescleanllc.com> You must be registered before you can schedule a job and we will ask you to provide certain information including your mobile number and payment card and account details.

We will attempt to match you with the best service provider for your cleaning needs.

You understand and agree that Faith Sparkles Clean LLC. acts as an agent and it not a party to agreements between Clients and Providers.

We will attempt to match you with the best service provider in the area. We do not guarantee that we will be able to match your service needs.

Although we take steps to examine the credentials of our listed service professionals, we make no representations or guarantees regarding the skills and quality or representation of such service professionals.

All Faith Sparkles Clean LLC. Clients (Residential, commercial(office), post construction)

1. All Clients Regardless of service type should read and understand these Terms of service. These Terms of Service apply and are legally binding to all clients who book a service Through our website <https://www.faithsparklescleanllc.com> Our Business Phone Number 786-882-5292. Or Email [Info@faithsparklescleanllc.com](mailto:Info@faithsparklescleanllc.com) or [Faihtcleanings@outlook.com](mailto:Faihtcleanings@outlook.com) By booking a service with us, you agree to have a pre-authorization hold placed on your debit/credit card for the full amount of your service 48 hours before your service then charged at the end of your service date.
2. Faith Sparkles Clean LLC provides Interior residential and commercial cleaning services only. We Service Residential and commercial properties(office).mf
3. Faith Sparkles Clean LLC, Clients and Independent Contractors must maintain clear communication For Services to be delivered efficiently and to high standards. All incidents Major/Small must be reported immediately To Faith Sparkles Clean. Any incidents that pose a Threat or harm must be reported to your local police department immediately or Call 911.
4. Faith Sparkles Clean LLC Guarantees client Satisfaction. We usually charge a Flat Rate or an appropriate hourly rate, based on the Size of the home including square footage. We reserve the right to update/ modify any bookings with incorrect parameters or service type (Deep, Standard, Recurring, move in/out, Residential, or commercial (office) when booked, to best serve your home. Should you decline to update/modify the booking, we cannot and will not guarantee the work. In addition, In the case your Professional arrives to the home and determines the home requires additional services such as a deep clean which is recommended for 1<sup>st</sup> time service, we will communicate with the client If such changes and new charges are declined, we will proceed to perform your booked service with no guarantee of a complete clean. You must notify Faith Sparkles Clean LLC within 72 hours (3 days) for any areas missed that were included with your service type. We will Scheduled an appointment right away to go back and correct it.
4. Faith Sparkles Clean LLC reserves the right not to clean a home/space based on common sense practices/policies that protect all parties. Ensuring a safe working environment. Presence or Suspicion of bugs and/or rodents of any sort of Aswell as the Presence of any Blood or Hazardous material will not be serviced.

6. Any Content Posted on Our Company Website, Social Media Platforms Faith Sparkles Clean LLC are the sole responsibility and ownership of A. nova CEO/Owner of Faith Sparkles Clean LLC.

7. The Laws of the State of Florida dictate, determine, and describe the responsibilities of both parties (Faith Sparkles Clean LLC reserves the right to bring to court action, if necessary, to retrieve any delinquent payments. This will Be done in Clerk of Court Broward County 17<sup>th</sup> judicial circuit, Florida. The County Where Faith Sparkles Clean LLC is registered.

8. We appreciate and reserve the right to perform a re-cleaning within 3 days of service before any refunds are granted. Per our policy We will not issue any refunds before performing a re-clean first, of the areas missed.

In addition, we will not be able to offer a recleaning of the areas missed if you dispute the charge and /or try and hire our team members independently from Faith Sparkles Clean LLC. If The Clients were offensive or abusive to any of our team members. If Running water was not provided, or Electricity/power during the time of the initial cleaning appointment.

9. Uncontrollable natural Events: Please Keep in mind that Faith Sparkles Clean LLC is not responsible for any natural Events that may result in delayed arrival time or re-scheduling of any bookings due to any natural Events that impede the arrival of Our professionals. We are not Responsible for the outcomes resulting from an emergency or our cleaner inability to perform the work. Dk,

10. Right to Reschedule. In order to respect Our Professionals Schedule and after clients. If the cleaning schedule requires much more time than discussed to perform the job to our highest expectations. We reserve the right to Schedule the additional time needed for a different day.

**11. Photos and Media.** We respect your right to privacy. Occasionally we like to take before and after pictures to ensure the quality and standard of our work of your home or office. The pictures are used for cleaner assessments, Proof of performance, Media content and company promotions. Images of interior spaces will focus on the areas cleaned to demonstrate our services. As well as to report any damage before or after services. By booking our Services and agreeing to our terms and services, you consent to our use of before and after pictures of areas cleaned to advertise in social media Post or on websites such as but not limited to Facebook, Instagram, TikTok, yelp, google etc. At no point will any of the pictures taken include any images of persons, or personal artifacts. Any Persons in the home during the service. If you do not want any photographs taken of the home, please notify us at the time of scheduling.

**12. Moving Furniture and Large bulky Items.** By booking a cleaning service with Faith Sparkles Clean LLC, You the Client understands we will not move large furniture heavier than 50lbs or kitchen appliances. It is your responsibility to move those items if you would like those areas cleaned.

**13. Damages.** Our Cleaning Professionals take great caution in our client's home. If there is any damage or anything accidentally breaks it must be reported immediately or within 48 hours of service to Faith Sparkles Clean LLC. Through phone at 786-882-5292 or through email at [info@faithsparklescleanllc.com](mailto:info@faithsparklescleanllc.com) you must allow us to send a professional to assess the damages and perform the proper steps to repair the damages. If an object accidentally breaks you must allow us to replace the broken item. Failure to report damages within 48 hours results in client assuming liability. Failure to Allow Faith Sparkles Clean LLC to Repair damages or replace the broken objects Faith Sparkles Clean LLC. Cannot and will not be responsible for damages due to Faulty or improper installations, Lack of maintenance, or general wear and tear of any items.

**14. Cleaning Supplies.** Faith Sparkles Clean LLC. Professional Providers (Cleaners) agree to provide all cleaning detergents and equipment (vacuum cleaner, mop, brooms, rags bucket, cleaning solutions) required to carry out the service unless other arrangements have been made with Faith Sparkles Clean LLC. If Client wishes to provide cleaning supplies or use of own equipment, please ensure that they are safe and in full working order to execute the job.

**15. Booking Reminders.** Clients Agree to receive both text and email reminders regarding their upcoming booking. They may opt out at anytime by updating notification settings on booking app or by Calling Faith Sparkles Clean LLC. At 786-882-5292.

16. The Clients must allow the cleaner access to running water and electricity to perform your cleaning service.

**17. The Following Services are outside of our Cleaning Scope area.** You understand that these services are not included or performed by Faith Sparkles Clean LLC. Providers. Hoarding- Cleaning Animal Waste/ Litter boxes – Any types of insects or Rodents- Wet wiping of lightbulbs- Cleaning of Chandeliers- Cleaning of small trinkets or glass objects- Bio-hazards (mold ,etc. Exterior window washing- Bodily Fluids- exterior of home- Moving furniture 50lbs+

**18. Valuables:** Should you decide, that would like us to clean items inside cabinets/shelves with items of monetary/sentimental value, the following release of liability shall be in effect:

The client hereby releases Faith Sparkles Clean LLC from all liability arising from cleaning of such items. Client understands that he/she is completely responsible for any damaged item or items.

To avoid any damage, we advise Client Empty out Cabinet or shelves of trinkets and items of monetary value be removed by client/owner prior to cleaning.

**19. Employe and Provider Solicitation:** When entering an agreement/contract for services Faith Sparkles Clean LLC., you agree not to solicit for hire any Cleaner/professional introduces to you by Faith Sparkles Clean LLC If you are found to have solicited one of our cleaners, Please be advised that our referral fee is \$3000 payable to Faith Sparkles Clean LLC immediately upon hiring our cleaners for any services to you home/business. Your Cleaner(s) will immediately be terminated from Faith Sparkles Clean LLC.

**20. Trust Issues.** Faith Sparkles Clean LLC. Takes reasonable steps to onboard providers who are experienced in the services we offer and provide. We check ID, proof of address and authorization to work. We also check before and after pictures to validate there professional services offered.

### **21. Liability Disclaimer for accidents due to household personal Items**

Faith Sparkles Clean LLC. Is dedicated in providing Above and beyond exceptional Cleaning Services. With the upmost respect, care, and professionalism. Under the conditions of the Terms of service. While our team takes every precaution to ensure your safety during our cleaning visits, we must clarify our position regarding liability for accidents involving household items, equipment, furniture, appliances, plumbing, or other fixtures in the home. Our cleaning professionals have years of experience in handling various cleaning tasks with skill and precision. However, we cannot be held responsible for accidents that occur during the cleaning service as a result of pre-existing issues, faulty items, or unforeseen circumstances within your home. This includes, but is not limited to accidents related to:

**Damaged Doorknobs and Handles**  
**Faulty appliances, wiring or plumbing.**  
**Objects left in precarious positions.**  
**Fragile or improperly installed fixtures**  
**Uneven or broken walls.**  
**Cracks in Floors or missing boards.**

We kindly request that you take appropriate precautions to secure or rectify any such issues before our cleaning teams arrive. Ensuring a safe and obstacle-free environment not only Protects our providers and team members but also contributes to a successful cleaning experience. Our commitment to your safety and satisfaction remains unwavering. Should you have any questions or concerns related to any cleaning services we offer Please contact Faith Sparkles Clean LLC. To best accommodate your needs and preferences to the best of our knowledge and abilities.

By Scheduling and receiving our cleaning services, you acknowledge this liability disclaimer.

#### **Payment Terms:**

1. All Clients: We only accept Credit/Debit cards through our secured payment portal. No Client information is Kept anywhere on Faith Sparkles Clean LLC. Computers or servers. We will automatically place a hold/pre-authorization 48 hours before service is to be rendered, to ensure availability of funds. At the End of Your appointment/ Day your Card will be automatically charged for the full amount of the services provided.

## **Other terms and conditions.**

### **1. Recurring Services and Rescheduling/ Cancellation Fee.**

Scheduling a recurring service ensures you receive a frequent discount. However, you will be charged regular rates for your first-time service from Faith Sparkles Clean LLC. We do recommend our clients book their first time (Deep Clean) Then establish a recurring Schedule for the upkeep of the home. With A deep clean customized schedule throughout the year as the Client may wish (Set at a regular rate). Any Gaps in a recurring service May increase your rate if additional time is needed to complete the service and bring your home back to maintenance level.

If you need to cancel or reschedule your cleaning service, please do so 24 hours before the scheduled cleaning service. A fee of 35% of your booking will be charged for cleaning appointments not canceled/rescheduled 24 hours before the scheduled cleaning. A fee of 50% of your booking will be charged for cleaning appointments that are not cancelled/rescheduled 12 hours or less before your scheduled cleaning appointment.

After hours- calls, texts or emails will not be acknowledged or considered liable until 9 am the following business day.

2. **Credit Card payments/declines.** If a credit card payment is declined, we will immediately contact the client to correct payment information. Providers will not be assigned until all payments for bookings have been approved. No extra fees will be applied to clients of denied credit card payments (if service has not yet been served). We will attempt to correct any new information given. If a Credit card was declined after the Services have been performed. If your balance has not been satisfied within 3 business days, we will no longer be able to service your home and the following actions will be taken.
3. **Bank Fees.** Any Bank fees charges to Faith Sparkles clean LLC. will be the responsibility of the client to Reimburse the Company Including Original amount, Bank fees and Late Fees. A weekly fee of 30 will be applied to any outstanding balance on a weekly late fee schedule. After 30 Days of non-payment we will begin Collections, we will file a small Claims complaint to Broward County Florida Courthouse.

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