



Perry Good Cleaners – Business & Office Cleaning Terms of Service

By booking services with Perry Good Cleaners, you agree to the following terms and condition.

1. Appointments

We provide service by appointment. Schedule changes will be communicated with at least 48 hours' notice, except in emergencies.

2. Breakage & Damage

- We take care in your workplace; accidents are rare but possible.
- Reimbursement is limited to **\$100 with a receipt or replacement quote.**
- We are not responsible for pre-existing damage or improperly installed fixtures/equipment.
- Please notify us of sensitive equipment or areas in advance.

3. Cancellations & Lockouts

- **48 hours' notice** required to cancel or reschedule.
- Contracted clients must give **30 days' written notice** to terminate; up to **60% of the remaining contract value** may be owed.
- If we cannot access your facility, a lockout fee of up to **60% of service cost** may be applied.

4. Changes to Property or Scope

Notify us **7–10 days before your next visit** if:

- Office staff increases significantly, or new departments/tenants are added
- Remodels, expansions, or new work areas are created
- Flooring, surfaces, or layouts change

These changes may impact time, supplies, and cost.

5. Client Responsibilities

Please prepare your space for efficient service:

- Remove sensitive documents from desks
- Secure valuables and confidential files
- Provide safe, reasonable access to all cleaning areas

6. Credit Card Declines

If a payment is declined, we will work with you to resolve it. No late fees apply if corrected within **7–10 business days.**

7. Discounts

Discounts apply as follows:

- Referral discounts (after referred client receives service)
- Bulk/multi-site service discounts (case-by-case)

8. Distractions & Safety

To ensure safety and efficiency, please limit staff, visitors, or pets (if applicable) in active cleaning areas during service.

9. Guarantees

- We provide a **24-hour Clean Guarantee** for routine office cleaning, deep cleaning, and move-in/out services.
- Issues must be reported within 24 hours for correction.
- **Any area that has been used, entered, or shows pet activity after cleaning does not qualify.**

10. Health & Safety

- Our staff is covered by Workers' Compensation and follows OSHA safety standards.
- We do not clean hazardous materials, biohazards, or construction debris without a specialized agreement.
- Please notify us of pest treatments or health hazards in advance.

11. Keys & Security

- All staff sign confidentiality agreements.
- Keys, fobs, and alarm codes are safeguarded.
- Perry Good Cleaners is not responsible for alarm fees.

12. Ladders & Heavy Objects

We do not use extension ladders or move heavy office equipment/furniture. Please arrange this separately.

13. Payments

- Invoices are issued **biweekly** with NET 14 terms unless otherwise agreed.
- Accepted: company checks, money orders, cashier's checks, and credit cards.
- Late payments may result in service interruption or late fees.

14. Rates

Rates are based on square footage, service frequency, and scope. Skipped or extended intervals may result in a rate increase.

15. Special Projects

Special projects (e.g., windows, carpet extraction, event cleanup) must be scheduled at least **7 days in advance**.

16. Staff & New Hires

- All new hires undergo **background checks and pre-employment drug testing**.
- Perry Good Cleaners reserves the right to conduct **post-hire drug testing** in cases of suspicion or workplace injury.
- Staff are trained, insured, and bound by confidentiality agreements.
- Employees are bound by confidentiality and non-compete agreements.

17. Theft & Litigation

- Clients are responsible for safeguarding cash, checks, and sensitive materials.
- Suspected theft requires a police report.
- Legal claims must be filed in **Delta County, MI**.

18. Media & Images

Photos may be taken for training or quality control, never showing client-sensitive information.

19. Tipping

Tipping is optional and at client discretion but not expected for commercial accounts.

20. Trash & Waste

We empty bins and dispose of general office trash but cannot remove large or hazardous waste without prior arrangement.

From the Owners

Our mission is to provide professional, reliable service while respecting your business operations and staff.

Agreement

By using Perry Good Cleaners commercial services, you agree to these terms. We appreciate your cooperation and look forward to keeping your space clean and safe.