



Perry Good Cleaners – Terms of Service

By using Perry Good Cleaners services, clients agree to the terms outlined below.

1. Appointments

We value your time and work by appointment only. If we must reschedule, we will provide at least 48 hours' notice except in emergencies.

2. Breakage & Damage

We take care with your belongings. In the event of accidental damage:

- We will notify you promptly with photos.
- Reimbursement is limited to **\$100 with a receipt or replacement quote.**
- We do not handle irreplaceable or heirloom items and are not liable for pre-existing damage or improperly installed fixtures.
- Please inform us of any installation hazards to protect both your property and our staff.

3. Cancellations & Lockouts

- **48 hours' notice** is required to cancel or reschedule.
- Severe weather cancellations may be made without penalty.
- For recurring non-contracted services, 7 days' notice is required to terminate.
- For contracted services, 30 days' written notice is required; up to **60% of remaining contract value** may be owed.
- Failure to provide access may result in a lockout fee of up to **60% of the scheduled cost.**

4. Changes to Property

Service estimates are based on your home's condition at the time of booking. Please notify us **7–10 days before your next cleaning** if:

- Additional household members or long-term guests move in
- New pets are added
- Remodels, additions, or room conversions occur
- Flooring, surfaces, or layouts change

Failure to notify may result in extra charges billed in quarter-hour increments or rescheduling.

5. Client Responsibilities

Please prepare your home so our team can clean efficiently:

- Put away dishes, toys, laundry, and food.
- Our staff does not put items away to prevent loss or damage.
- Pets must be secured or kept out of active cleaning areas.

6. Credit Card Declines

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

7. Discounts

We verify and apply discounts as follows:

- Senior Citizen, Medical/Care Worker, Teacher/Educator, Military/Public Servant: \$10 each

- Referral discounts applied after your referral receives service
- Gift certificates are no longer available

8. Distractions

For safety, please limit people in active cleaning areas and secure pets during service.

9. Guarantees

- We provide a **24-hour Clean Guarantee** for ongoing standard housekeeping and initial deep cleanings (move-in/out).
- Issues must be reported within 24 hours for review and correction.
- **Any area that has been used, entered, or shows signs of pets after our cleaning will not qualify for the guarantee.**
- No discounts are offered in place of the Clean Guarantee.

10. Health & Safety

- Our staff is covered by Workers' Compensation and follows OSHA safety protocols.
- We do not clean vomit, feces (outside toilets), or pet waste without a **biohazard fee**.
- We cannot clean during or immediately after pest control treatments.
- Please notify us 24 hours in advance if anyone in the home is ill to avoid a trip fee.

11. Interior Construction

For safety, we do not clean in areas under active construction. If not rescheduled 48 hours in advance, staff will leave and scheduled time may still be billed.

12. Keys & Security

Employees sign confidentiality agreements to protect your information and keys. We may use alarm codes for entry but are not responsible for related fees.

13. Ladders & Heavy Objects

We do not use extension ladders or move heavy objects such as appliances or furniture. Please arrange for these needs separately.

14. Payments

- New or one-time services require a **60% non-refundable retainer**: balance due at service.
- Residential: payment due at service or prepaid.
- Commercial: billed biweekly, NET 14.
- Accepted: company checks, money orders, cashier's checks, cash, and credit cards.

15. Pets

We do not clean cages, litter boxes, or animal waste. If our team must clean up after pets, a **\$25 biohazard fee plus supply fee** will be charged.

16. Rates

Rates are based on service frequency and reviewed semi-annually. Skipped or extended intervals between cleanings may result in rate increases (10%–40%).

17. Special Projects

Special projects (e.g., windows) must be scheduled **7 days in advance**. Furniture and equipment must be moved prior to service. Obstructed windows will not be cleaned but may still be billed.

18. Staff

- Management is OSHA-certified in safety and CPR.

- Staff may not accept outside work due to non-compete agreements during and up to 1 year after employment.

19. New Hires

To ensure the highest level of safety and professionalism:

- All new hires undergo **background checks and pre-employment drug testing**.
- Company policy allows for **post-hire drug testing** in the event of suspicion or workplace injury.
- Employees are bound by confidentiality and non-compete agreements.

20. Supervision

Special requests must be provided in writing in advance. Only the Lead Cleaner may accept instructions during service.

21. Supplies

We use tested Perry Good Cleaners' supplies. Use of outside products voids our liability and guarantee.

22. Theft & Litigation

- Safeguard valuables; our team members do not bring personal belongings on-site except water bottles.
- Suspected theft requires a police report for insurance purposes.
- Legal claims must be filed in **Delta County, MI**.

23. Media & Images

Before/after photos are taken for records and may be used for training or promotional purposes without identifying client details.

24. Tipping

Tipping is optional. If you wish to tip, please leave cash in a sealed envelope marked for Perry Good Cleaners. Tips cannot be added to invoices.

25. Trash

We empty and clean trash bins but do not dispose of loose items unless clearly labeled "trash."

26. Vacation & Time Off

We are closed on major holidays and Sundays. If your regular cleaner is unavailable, we will notify you and arrange a substitute.

27. Breaks & Mealtimes

Depending on service duration, staff may take breaks or unpaid mealtimes. This does not affect billing.

From the Owners

We take pride in providing high-quality service for every client. Your satisfaction is our top priority, and we will always strive to exceed your expectations.

Agreement

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