



Perry Good Cleaners – Business & Office Cleaning Terms of Service

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

Appointments

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

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.

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.
- **Changes to Property or Scope**
Clients must notify Perry Good Cleaners at least 7–10 days before their next scheduled service of any changes that may affect the scope of work, including but not limited to:
 - Increases in staff, occupancy, or building usage.
 - New departments, tenants, offices, rooms, or work areas.
 - Remodeling, construction, expansions, or layout changes.
 - Additions, removals, or relocation of furniture, equipment, flooring, or other surfaces.
 - Changes to cleaning expectations, frequency, or requested services.
 - Failure to provide advance notice may require additional charges or rescheduling to allow adequate time and staffing.

Client Responsibilities & Property Preparation

- Clients are responsible for removing or securing sensitive documents, valuables, confidential files, and other important items before service.
- Clients must provide safe and reasonable access to all areas scheduled for cleaning.
- Perry Good Cleaners will clean around paperwork, electronics, and personal belongings left on desks, counters, or work surfaces. Our staff will not move, organize, or handle these items.

Credit Card Declines

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

Discounts

- Client referral discounts (after a referred client receives service)
- Bulk/multi-site service discounts (case-by-case)

Distractions & Safety

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

Clean Guarantee

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.

Health & Safety

- Our staff is covered by Workers' Compensation and follows OSHA safety protocols.
- Biohazard cleaning, including blood, bodily fluids, vomit, feces (outside toilets), and other potentially infectious materials, is not included and may require a separate biohazard remediation service.
- We cannot provide service during or immediately following pest control treatments.
- Clients must notify Perry Good Cleaners before their scheduled service if the property has an active pest infestation (including but not limited to mice, roaches, fleas, lice, or bed bugs) or if a contagious illness outbreak is present among building occupants. Perry Good Cleaners reserves the right to refuse or discontinue service before or upon arrival if these conditions are discovered. Service may be rescheduled once the property is pest-free or the contagious illness no longer poses a risk of transmission. If proper notice is not provided, or service is refused or discontinued due to these conditions, the full scheduled service amount remains due.

Keys & Security

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

Ladders & Heavy Objects

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

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 Forms: company checks, money orders, cashier's checks, cash, and credit cards.

Rates

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

Special Projects

Special projects, add-on services, and work outside the agreed scope of service (including but not limited to window cleaning, carpet extraction, event cleanup, and restoration-level cleaning) must be requested at least 7 days in advance and are subject to scheduling, availability, and a separate estimate.

Staff & New Hires

- All employees undergo background checks and pre-employment screening.
- Perry Good Cleaners reserves the right to conduct post-hire drug testing in cases of reasonable suspicion or workplace injury.
- Employees receive company training and are covered under applicable business insurance and Workers' Compensation.
- All employees are required to sign confidentiality and non-solicit agreements as a condition of employment.

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**.

Media & Images

Perry Good Cleaners may photograph work areas for quality control, training, and service documentation. No identifying information, confidential materials, or client images will be used for marketing or public display without the client's prior written consent.

Tipping and Gifts

Tipping is always appreciated but never expected. Any cash tip must be placed in a sealed envelope clearly labeled **"Perry Good Cleaners"** or **"PGC Tip"**. Our staff will not accept or remove unlabeled cash left on the premises.

Trash & Waste

Perry Good Cleaners will empty interior trash bins and dispose of general office waste. Loose items, including but not limited to boxes, bottles, cans, paper, tissues, food containers, or other materials, will not be discarded unless they are placed in a trash bin or clearly labeled **"Trash."** Hazardous waste, biohazardous waste, medical waste, sharps, chemicals, and other regulated materials will not be handled or disposed of. Removal of large quantities of trash, bulk items, or specialty waste must be arranged and quoted separately.

Office Closures & Staffing

Perry Good Cleaners is closed on Sundays and the following holidays without exception:

- New Year's Day
- Easter Monday
- Memorial Day
- Independence Day (July 4)
- Labor Day
- Halloween
- Thanksgiving Day
- Black Friday
- Christmas Eve
- Christmas Day

If your regularly assigned cleaner is unavailable due to illness, vacation, or other unforeseen circumstances, Perry Good Cleaners will make every reasonable effort to notify you in advance and provide a qualified substitute. If a substitute is unavailable, your service will be rescheduled at the earliest mutually convenient time.

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 every home and business we service. Our goal is to provide consistent, dependable, high-quality cleaning with attention to detail and care at every visit.

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.

Perry Good Cleaners, LLC:  906-241-7999 |  www.perrygoodcleaners.com