

Payment: Payment is due before or upon arrival. Life happens and it's easy to forget that your cleaning crew is coming so for your convenience and to prevent any disruption in service, auto pay is available. No cleaning will be done if payment isn't received prior to service or if the account has a balance. We gladly accept checks, major credits cards, and Venmo. All payments will be processed by invoice. If for any reason your payment fails, there will be a \$30 bank fee and a \$10 late fee applied to the account. We don't accept cash payments.

Cancellations: We understand that life don't always go as planned so you may cancel up to 48 hours before your scheduled service without penalties. This allows us to schedule another client with little impact to our company. Services canceled within 24 hours are subject to a 50% cancellation fee. Services canceled the same day is subject to 75% cleaning fee. If for any reason, we need to cancel, we will reschedule you as soon as possible. If we cancel within 24 hours of your service, we will credit you 25% up to \$50 towards your next service.

Supplies: We supply cleaning products and tools to get the job done. We understand that some clients may have their favorites that they purchase and that's okay. We will use what you prefer, after all it is your space. However, we don't guarantee specific results with products we don't supply and can't back track if desired results aren't achieved. We have worked with our products and know how they work to get the job done.

Refunds: We don't offer refunds for our services. We'll try to complete a walk through with you immediately after services have been provided. This is our opportunity to ensure that you have received the level of service expected. If you are unavailable for an immediate walk through, we ask that you let us know within 24 hours of said service. This will allow us an opportunity to rectify any discrepancies or mistakes. Our main goal is for you to be completely satisfied!

Lockout: If for any reason we arrive for a scheduled cleaning and we can't gain access to the property, we will charge a lockout fee of 50% of the scheduled service. This fee is due immediately but no later than your next cleaning.

Moving Furniture: For safety reasons and liability concerns, we don't move any heavy furniture(e.g., Dressers, couches, beds, TV's, desks, dining tables, bookshelves, appliances, etc.). We will however, move end tables, single chairs(e.g., kitchen chairs, office chairs, game chairs, high chairs). While we won't move the heavier items, we will definitely clean under/behind them, if they are moved prior to your scheduled cleaning.

Conduct: Professionalism is expected from our clients and from our staff. If for any reason, our staff feel unsafe, unfairly treated, belittled, services will be terminated. Uncomfortable and/or hostile environments won't be tolerated.

Walk Through: In order to give you the fairest and best pricing, we need to thoroughly evaluate your space in person. We offer free consultations with no obligation to choose us. We can give an estimate over the phone but an actual service quote won't be given without a formal walk though. This also allows clear expectations and goals to be set for our team. In most cases, a firm quote will be given at the time of the walk though. All quotes are good and will be honored for 7 days (including weekends) from the day given to the potential client.