

Simply Clean Spokane Service Agreement

Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service we will return to your home to re-clean the area. You must contact the office within 24 hours of your cleaning during our normal business hours.

Employees

All employees go through rigorous training to learn every aspect of the detailed Simply Clean Spokane standard. They know what is required and what is expected on every cleaning visit. For your protection and peace of mind all employees undergo a nationwide background check and reference check during the hiring process. All employees are covered under our workers compensation policy and liability insurance.

Payments

Payments are due in full on the day of your service. For your convenience, we gladly accept credit card payments. Customers are required to have a valid credit card on file, credit cards will be charged automatically on scheduled day of service. Contact us directly to discuss other payment options such as PayPal and Venmo.

No payment Upon arrival. If the credit card on file is declined or other arrangements haven't been made, we will have to reschedule your appointment.

Tipping: Simply Clean Spokane never requires tipping, but you can tip if you would like. You can leave your tip for the cleaners or, add your tip onto your invoice amount and management will make sure that the money is distributed properly. That is just a special thank-you for our hard work. Also, leaving us a note of appreciation means so much to us. We sincerely appreciate your business. *NOTE* In an effort to remain green all invoices are emailed.

Refunds

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied with our services! We offer a guarantee on all our cleanings. If a task was not completed to your satisfaction, or was missed during our visit, simply contact the office within 24 hours. We will return to your home and re-clean the area or task with which you were dissatisfied at no additional cost to you. There are no refunds for cleanings or gift certificate purchases.

Price Adjustments

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. As the needs or conditions of your home changes you may also receive a price increase.

Parking

If there is no free public parking within 1 block radius of your home, our customers are responsible for providing our cleaning associates with any one of the following (which must be within a 1 block radius); a permitted parking space (personal or public), a valid parking permit, or cover all parking fees incurred while cleaning your home. If a parking spot cannot be found within a 1 block radius by the cleaning associate nor provided by the customer within a 15 minute window, your appointment will be canceled/and or rescheduled. In the event that this occurs you will be charged a \$50 cancellation fee.

Keys and Alarm

Systems Simply Clean Spokane does not store any client keys. Many customers provide us with a garage code or leave a key hidden to their home. If you have an alarm system at your home you can give instructions on its operation to Simply Clean Spokane. However, we prefer that your alarm be left off on the day of the cleaning or that it be turned off and on by you remotely.

Lock Outs

A lock out fee of \$50 will be assessed in the event that our cleaning associate(s) arrive and are unable to access the premises despite the reason.

Arrival Window

If you wish to be present during the cleaning visit, please be advised that we provide arrival windows, which can range from 1-3 hours. Your Cleaning Technician(s) will arrive anytime within your scheduled arrival window. You are expected to be present or have made arrangements for us to gain access to your home within your scheduled arrival window. Failure to do so may result in having to cancel or reschedule your visit, a cancellation fee of \$50 will be charged.

Cancellations/Rescheduling

We require at least 2 business days notice for the cancellation and or rescheduling of any scheduled appointment. In the event of cancellation or rescheduling with less than 2 business days notice, a cancellation fee of \$50 will be assessed. We are very strict on our cancellation/rescheduling policy, please honor it.

Tardy

Many things can affect our schedules, such as cancellations, lockouts etc. If we happen to be running late to your appointment you will be contacted as soon as possible and provided with a new expected time of arrival.

Pets

We are pet friendly but appreciate your help in making sure pets are secured and safe on cleaning days. Our office should be made aware of any special requirements in safeguarding your pet(s).

For health reasons we have instructed our staff to leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit, and/or fecal matter. Our teams are advised to clean around these areas. If your pet has an accident, it will be your responsibility to clean it up.

Your Valuables

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectable or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money, credit cards, and check books as well. We are not responsible for missing currency.

Broken/Damaged

Items We train our staff to take extra care with your belongings, however regrettably and although not common from time to time something may be broken or damaged. If there is an item that is believed to be damaged by one of our cleaning professionals, it must be reported to the company within 24 hours from the completion of the service in efforts to properly investigate the issue. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were broken because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface).

Glass Shower Door(s)

You are responsible for notifying us if your glass shower door(s) are NOT 100% secure. Additionally, the client agrees not to hold Simply Clean Spokane nor its employees responsible if this results in the shower door being damaged/broken. Simply Clean Spokane is not responsible for damage due to faulty and/or improper installation of any item.

Supplies

We provide all cleaning supplies with the exception of vacuums. We ask that you provide a well working vacuum and leave it out on your cleaning day. We DO provide a vacuum for move out and post construction cleans.

Extra Services

If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 48 hours in advance so we may allow the extra time needed at your home and we can give you a quote for the additional services.

Lifting & Climbing & Bending

Our employees are very important to us, and we are determined to keep them safe, so they do not climb higher than a 3ft 2-step ladder, move or lift items heavier than

20 lbs, or clean floors on their hands and knees with the exception of bathroom floors. These types of activities put our cleaning staff in danger of back injury or could even damage something in your home. However there might be times when you want us to move furniture for example; tables, large chairs, etc. in these cases we are not responsible for; their breakage due to aged/old or faulty manufacturing nor are we responsible for any damage moving these items may cause to your floor. The cleaning team will not move furniture that contain electronics. The cleaning team will not pull out any appliances (for example a stove, fridge, washer/ dryer) however, if you move it prior to the cleaning visit to allow access we would be more than happy to clean the exposed areas. We do ask that you place the appliances back into it's proper place as well.

In-Home Climate Control

In-home temperatures should be comfortable prior to the start of service. Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold. In the event that your appointment is canceled due to uncomfortable temperatures within your home you will be charged a \$50 cancellation fee.

Our Cleaning Staff DOES NOT:

- Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained in these areas nor are we equipped
- Simply Clean Spokane reserves the right to refuse to service a home with ANY insect infestation (including seasonal). In the event that an infestation is identified, the cleaning staff will leave the property. You will be contacted immediately and charged a cancellation fee.
- Clean the interior of curio cabinets (will only feather dust exterior)
- Provide any pet or children-related services, nor empty diaper pails.
- Clean/Shampoo carpet
- Clean Chandeliers
- Provide stain removal
- Wash walls (we spot clean only)
- Clean exterior of windows
- Remove Paint
- Service outdoor areas
- Clean areas above the reach of our 3ft step ladder
- Clean Animal waste or litter
- Move or lift items over 20lbs

Simply Clean Spokane, LLC. reserves the right to make any changes to any part of this service agreement without giving any prior notice. By ordering Simply Clean Spokane services by telephone/text, e-mail, or its website the client accepts and agrees to Simply Clean Spokane's, LLC. service agreement.



I grant Simply Clean Spokane permission to utilize before and after photos taken in my home. Photos do not include any identifying markers or features.

**I have received a service agreement from Simply Clean
Spokane and agree to the stated policies.**

Signed _____

Printed Name _____

Date _____

