



Breakage

It can happen when you least expect it! Awaken to Eco can assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc. Our staff should clean curio cabinets, figurines, glassware and items of extreme value or sentimental value. If an item is broken by one of our cleaners, Awaken to Eco will pay up to \$100 per item or replacement cost when value is verifiable. Please remove any item that is irreplaceable prior to your scheduled cleaning.



Damage

You should point out any damage to surfaces during walkthrough and before service begins. Awaken to Eco is sometimes called in to correct damage that was already there or that another cleaning company was responsible for. Awaken to Eco reserves the right to photograph damaged or excessively dirty areas. In areas of the home with extreme clutter, Awaken to Eco reserves the right to skip those areas in order to avoid damaging items or injuring our cleaners. Surfaces such as hardwood floors and natural stone should be in good condition and ready to clean without causing harm to the surfaces when using a neutral pH cleaner.