

# Terms & Conditions

Welcome to Amazing Grace Cleaning Services LLC (“we,” “us,” or “our”). These Terms and Conditions set out the expectations, policies, and responsibilities that apply when you use our cleaning services. By scheduling or receiving a service from us, you acknowledge and agree to these terms. If you do not agree, please refrain from booking our services.

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## 1. Scope of Services

Amazing Grace Cleaning Services LLC provides residential, commercial, and specialty cleaning services as described in your booking confirmation or service agreement. Any work outside the agreed scope may require additional fees and approval.

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## 2. Booking and Appointments

- We encourage booking services ahead of time to secure your preferred date and time.
  - We recommend at least 4 days’ notice for standard bookings.
  - We will try to meet urgent or same-day requests, but availability is not guaranteed.
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## 3. Property Access

- Clients must ensure our team has safe and timely access to the property.
  - If we cannot gain entry at the scheduled time, the appointment may be rescheduled, and a fee may apply.
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## 4. Pricing and Payments

- Rates will be confirmed prior to the appointment.
- Payment is due on the day of service before scheduled time unless otherwise agreed in writing.

- We accept the following payment methods: Credit/Debit card, Cash, Zelle, or Bank transfer.
  - Late payments may be subject to additional charges.
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## **5. Cancellations and Rescheduling**

- Please provide at least 2 days' notice to change or cancel an appointment.
  - Late cancellations may incur a fee of [percentage or amount].
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## **6. Client Responsibilities**

- Remove or secure valuables before the scheduled cleaning as we are not responsible for any loss or damage of personal items.
  - Ensure the work area is free from hazardous materials, pets to ensure the health and safety of our workers.
  - Notify us in advance about fragile or high-value items, or special cleaning instructions.
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## **7. Eco-Friendly Products**

We aim to use safe, environmentally friendly cleaning products whenever possible. If you require specific products, please let us know before the service date.

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## **8. Satisfaction Policy**

If you are not fully satisfied, contact us within 24 hours of the service, and we will have it fixed accordingly.

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## **9. Liability Limitations**

- While we handle your home and belongings with care, we are NOT responsible for any indirect, incidental, or consequential damages, normal wear and tear, or items not disclosed as fragile.

- We maintain general liability insurance for added protection.
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## **10. Confidentiality**

We value and protect your privacy. Any information you share with us will be kept strictly confidential and will not be shared with third parties unless you provide consent or disclosure is required by law.

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## **11. Policy Updates**

We may revise these Terms and Conditions at any time. Updated terms will be posted on our website with a new effective date.

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## **12. Governing Law**

These Terms and Conditions are governed by the laws of Maryland. Any disputes arising under these terms will be subject to the exclusive jurisdiction of the courts in Maryland.

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## **13. Contact Us**

For questions regarding these Terms and Conditions, please reach out to:

**Amazing Grace Cleaning Services LLC**

**+13016180864**

***admin@amazinggracecleaningmd.com***