

## Service Agreement

Petrie Clean LLC  
2001 Timberloch PL Suite 500  
The Woodlands, TX 77380  
Phone: 281-560-3070  
Email: [contact@petrieclean.com](mailto:contact@petrieclean.com)

### Office Hours:

Monday-Friday 9:00AM to 6:00 PM

If all office members are busy working with another client, please leave a voicemail and we will get right back with you by the next business day.

### Holidays:

Our office is closed on all major holidays. Many of our cleaning staff still work on major holidays, excluding Thanksgiving Day and Christmas Day. We offer online scheduling or by phone. If no one is available to perform your

cleaning on a holiday, we will email or call you to reschedule at least 1 day prior.

### Newsletters:

Occasional newsletter emails are sent to our customers, usually quarterly. Our newsletters contain important updates on holiday closures, snow days, interesting home management tidbits, and information on additional services.

### Customer Feedback:

Positive feedback is the best form of flattery! At the end of each cleaning we will ask our clients to rate their service and leave feedback. The more specific the feedback the more we can improve our services. If you are not satisfied with a service, please contact our office within 48 hours of the service.

## OUR SERVICES

### Products:

Petrie Clean provides the products and equipment necessary to clean your home. We offer earth-friendly products and use products that are safe for multi-surfaces. During your estimate, our Account Manager will review products we offer and ask if you would like to use your own product. We cannot, however, guarantee the safety of products that you provide.

For heavy build-up or stains, we may request your permission to use a stronger cleaning agent, which may contain toxins. Hard water stains may not be removable.

Please ask our office if you would like more specific information on our products.

We are happy to customize cleanings to fit individual needs. Please communicate these needs to our management staff and we will be happy to accommodate, so long as the requests are for tasks in which

our cleaner has been professionally trained. We offer several different types of cleanings tailored to your needs.

Below is a list of the tasks performed on each type of cleaning, and how the time is used:

#### No Risk Booking Policy for Hourly Cleaning

On a first-time cleaning, or if it has been over a month since the last cleaning with us, the cleaning will be charged by the hour. For hourly cleanings, the cleaners work from a written list of priorities provided by the client and get as much done as possible. Priority lists are typically completed via email. We encourage our clients to over-book rather than under-book the number of hours for a first time or occasional cleaning.

There is no risk in over-booking, because we only charge for time it takes to do the cleaning. We only have a 2-hour minimum. The risk in under-booking is that the cleaning may only be partially completed, and our schedule may not allow us to stay longer. Please be as specific as possible on your priority list to ensure your cleaning is fit to your needs.

#### Move-In/Move-Out/Post Construction Cleanings:

Deep cleaning is a residence where there is little to no furniture or in a residence with recent construction/remodel. These cleanings are done hourly from a list of priorities, typically completed via email. We cannot guarantee work will be completed on time if conditions are not right. Please make sure all utilities are working. We need running water to be able to clean a property, for health reasons our housekeeping staff will not be able to function in temperatures over 80F.

#### Ongoing House Cleanings:

Once your initial hourly cleaning is completed, we will be able to create a reoccurring profile scheduling by week, biweekly or monthly. This rate includes that basic task listed below.

#### Living Spaces

Dust Surfaces, wipe furniture tops, dust baseboards, dust chair rails, dust door panels, vacuum carpets, vacuum and damp mop/wipe hard floors, dust blinds, dust and wipe window sills, dust furniture, dust lamps/shades, dust and clean mirrors and empty trash.

#### Bathrooms

Dust surfaces, dust blinds, dust and wipe window sills, dust cabinets, door panels and baseboards, clean and disinfect most surfaces including doorknobs, and hardware, clean showers, clean tubs and sinks.

#### Kitchen

Clean exterior of large appliances; clean inside and outside of microwave; clean underneath and behind small appliances; clean counter tops and cabinet faces; clean sink area; and clean flooring.

#### Optional Cleaning Services:

Additional cleaning services are provided upon request, for an additional charge. Popular optional cleaning services

include, but are not limited to:

Change bed/bath linens

Remove trash and recycling, and replace bags

Clean small countertop appliances

Detail clean kitchen items such as burner knobs and dish washer

Clean the dish drain rack

Clean fingerprints on doorway trim, doors and light switch covers

Dust blinds (we are only equipped to do a superficial blinds dusting. Scrubbing or thorough cleaning requires a blinds specialist.)

#### Specialized Services:

We partner with specialists for housecleaning needs that go beyond the regular maintenance of your home. Please contact our office to schedule an appointment if you desire any of the following services:

Blinds cleaning

Grout cleaning

Vacuum duct registers

Make Ready

Laundry

#### OUR AGREEMENT

**Cleaning Times:** We do our best to be prompt and meet the cleaning time indicated, but traffic and other clients may affect our schedule. If your scheduled cleaner is going to be more than 15 minutes late, we will contact you. If no arrival time is indicated, then the cleaning will be completed between the hours of 8:00 a.m. and 5:00 p.m. Our cleaners appreciate your flexibility. When possible, please allow for an open time frame rather than an exact arrival time.

**Payment Policy:** Payment is due on the day of service/Invoice due date by credit or debit card. Checks will be accepted upon approval.

**Late Fee:** Overdue payments are subject to a late fee of \$25.00 late fee with an additional \$25.00 due each month afterword's. Interest will be charged at the rate of twelve percent (12%) per annum on all overdue amounts. Other fees may apply if invoices become over 90 days late. Petrie Clean LLC., reserves all rights available under Texas law to collect any amounts due and owing pursuant to this agreement.

**Late Cancellation/No Show Fees:** If you wish to cancel or reschedule a cleaning appointment, at least 48 business hours' notice (excluding weekends) is required. We must adhere strictly to this policy in order to prevent lost wages for your cleaner. Please go to our home page, select schedule appointment and sign in using the "sign in" on the top of our page.

If a cleaning appointment is cancelled less than 48 hours in advance, or if the cleaner is unable to enter the house, a cancellation fee of 50% of that cleaning's cost will be charged. If an open ended (hourly) cleaning is cancelled less than 48 hours in advance, a cancellation fee of \$75.00 will be charged.

On the rare occasion that Petrie Clean LLC., must cancel a scheduled cleaning appointment with less than a 48 hour notice, and has no available openings for another cleaning appointment within the next five business days, the next cleaning will be provided at half price.

On the rare occasion that Petrie Clean LLC., must reschedule an appointment with less than a 48 hours advance notice, a \$25.00 credit will be offered on the next cleaning. If our offer to reschedule is refused by the client for any reason, no credit will be granted.

Returned Check Fee: Returned checks are subject to a \$25.00 processing fee and may incur late payment fees if the issue is not immediately remedied.

Assigned Cleaner: Your assigned cleaner will be your default cleaner except for illness, vacation, personal emergency, or an ongoing schedule change. If your default cleaner has an ongoing schedule change or no longer works here, s/he will be replaced with another trained cleaner who will have your home's customized Work Order.

You are welcome to audition multiple cleaners until you find your ideal match. Loss or Breakage: Petrie Clean is licensed, bonded and insured well beyond the minimum amounts purchased by many housecleaning companies. Ask our office for details on insurance limits.

#### SERVICE QUALITY GUARANTEE

Petrie Clean LLC., strives to provide outstanding cleaning services for our clients. If you are unhappy with any cleaning service provided, you are required to notify us within 48 hours of service for us to address and correct the problem.

If we receive prompt notification, we will come back to examine the problem. If the problem involves the quality of service we have provided, we pledge to correct the problem at no charge and additionally provide one half hour of cleaning services at no extra charge to compensate for your inconvenience.

If we do not receive notice of a problem within 48 hours of the cleaning, or if you decide to correct the problem yourself, we will not be able to correct the problem for you nor will you be compensated for your inconvenience.

(Utilities) We may take longer or will not be able to clean a home without proper utilities. Lack of running water or A/C, will limit our ability to accomplish tasks and the quality will possibly be substandard.

If you have purchased hourly cleaning, we can only guarantee that a cleaner will stay for the specified amount of time. We may not be able to complete all tasks if time runs short. Therefore, if the problem involves the time needed to complete the cleaning service rather than the quality of the service itself, we can only correct the problem if you purchase additional cleaning time. Some homes may require additional time than estimated to clean. If this is the case, some duties will not be completed if extra time is not added.