



# Service Agreement

By hiring **Clean Queen** by telephone, text, e-mail, Facebook message, website, etc., the client accepts and agrees to **Clean Queen's Service Agreement** in its entirety.

**Clean Queen** reserves the right to make any changes to any part of this service agreement without giving any prior notice.

## **Vacancy Policy**

Due to **COVID-19** and in order to perform our duties in the most timely and efficient manner, we require that all members of the household vacate the property for the duration of our appointment. **NO EXCEPTIONS.**

## **Satisfaction Guarantee**

If you are not completely satisfied with any part of your service, you must contact our office within 24 hours with photos of the problematic area. We will then return to your home as soon as our schedule allows, to re-clean the area or perform the incomplete task. Please contact the office as soon as possible during our normal business hours.

## **Payments**

Payments are due in full upon completion of service. For your convenience, we gladly accept cash, local check and debit/credit card payments. Customers paying with cash or check must leave payment at their residence, to be collected upon completion of service.

Customers paying with a credit card will be invoiced via email upon completion of service, and must provide payment by the end of the same day.

**No Payment Upon Arrival:** If it has been previously discussed that you will be paying by cash or check and no payment is left behind, we will send your invoice immediately and require it be paid by the end of the same day.

**Tipping:** Tips are never required but always appreciated.

*\*NOTE\* In an effort to remain green all estimates, invoices and sales receipts are emailed.*

## **Refunds**

We do not offer refunds. However, we want you to feel 100% satisfied with our services, so we do offer a *Satisfaction Guarantee*. If a task was not completed to your satisfaction or was missed entirely during our visit simply contact the office within 24 hours with photos of the problematic area and we will return as soon as our schedule allows, to re-clean or perform the task you were dissatisfied with at no additional cost to you. There are no refunds or cash back for gift certificates.

## **Price Adjustments**

We reserve the right to issue rate increases at any time. As the needs or conditions of your home change, your rates may fluctuate from one visit to the next. You will be notified prior to us performing services when or if this occurs.

## **Supplies**

We provide and exclusively use our own equipment and supplies. Our products are chemical free, plant based and eco-friendly (Norwex).

## **Keys and Alarm Systems**

You can and should feel completely confident in providing us a copy of a key to your home. Many **Clean Queen** customers provide us with our own key and we take extreme measures to protect each one. If you have an alarm system at your home, please give explicit instructions on its operation to **Clean Queen** in order to avoid a lock out or system malfunction. It is preferred that alarms are disengaged on cleaning days to avoid such issues.

## **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 for any reason.

## **Cancellations/Rescheduling**

We require 48 hours notice for the cancellation and/or rescheduling of any appointment. In the event of cancellation or rescheduling with less than 48 hours notice, a cancellation fee of \$50 will be assessed. Our time is valuable, please honor and respect it.

## **Pets**

We are pet friendly but appreciate your help in making sure pets are secured, for our safety and theirs, on cleaning days. All dogs must be kenneled, kept behind a secure gate, or in a room our team will not be entering during the duration of our appointment.

For health reasons we have instructed our staff to leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit, urine and/or fecal matter. Our teams are advised to clean around these areas. If your pet has an accident, it is your responsibility to clean it up before we arrive, or it may be left untouched. If we have to clean any of the previously mentioned messes, an additional charge will be added.

## **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 along with photos of the item in question within 24 hours of 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 damaged 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), Toilet(s), Faucet(s)**

You are responsible for notifying us if your glass shower door(s), faucets, or toilet are NOT 100% secure. If upon inspection, we recognize that any of these items are not fully secure, you will be notified of the risks immediately and have the option to decline cleaning of the item in question. If the client decides to proceed with service, the client agrees not to hold **Clean Queen** responsible if this results in the shower door, toilet, or faucet being damaged.

**Clean Queen is not responsible for any damage (water damage included) due to faulty and/or improper installation of any item. This includes but is not limited to any water damage caused by: toilet overflow, loose or leaky faucets, water dispenser on refrigerator, etc.**

## **Service Add-Ons**

If you'd like to request additional services on your scheduled cleaning day, please contact us 48 hours in advance so we may adjust our schedule to allot the extra time needed at your home and give you a quote for the requested add-ons.

## **Lifting & Climbing & Bending**

**Safety is our number one priority! We do not climb higher than a 3ft, 2-step ladder or move or lift items heavier than 30 lbs.** These types of activities put our cleaning staff in danger of falling, 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. Our team will not move furniture that contains electronics. Our team will not pull out any appliances (for example a stove, fridge, washer/dryer) however, if moved prior to the cleaning visit to allow access, we would be more than happy to clean the exposed areas. Appliances will be left out the way we found them and will be your responsibility to return them to their rightful place.

## **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 we must vacate your home due to uncomfortable working temperatures, 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.
- **Clean Queen** reserves the right to refuse to service a home with ANY insect or rodent infestation (including seasonal). In the event that an infestation is identified, we will leave the property and you will be charged a \$50 cancellation fee.
- Clean the interior of curio cabinets/any cabinets with glass doors
- Clean heirlooms or valuables
- Provide any pet or children-related services, nor empty diaper pails.
- Shampoo carpet
- Clean Chandeliers
- Provide stain removal
- Wash walls (we spot clean only)

## **Our Cleaning Staff DOES NOT:**

- Clean exterior of windows
- Remove Rust
- 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 30lbs

## **Photo Release**

By hiring **Clean Queen**, you agree that we may take and use photos of our work within your home for social media and other marketing purposes, unless otherwise specified. Please take note that our photos will never include family pictures, personal information or any other identifying items.

## **Privacy**

**Clean Queen** takes privacy very seriously. We at no time will share any customer information with ANY outside source.