

MAID IN SURPRISE CLEANING COMPANY, LLC

Terms of Service & Cleaning Policies

Effective July 1, 2026

IMPORTANT NOTICE: THESE TERMS CONSTITUTE A LEGALLY BINDING AGREEMENT BETWEEN YOU

(“CUSTOMER,” “CLIENT,” OR “YOU”) AND MAID IN SURPRISE CLEANING COMPANY, LLC (“COMPANY,” “MAID

IN SURPRISE,” “WE,” “US,” OR “OUR”). BY BOOKING, SCHEDULING, PURCHASING, OR RECEIVING SERVICES,

YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREED TO BE LEGALLY BOUND BY THESE TERMS.

These Terms shall be governed by and construed in accordance with the laws of the State of Arizona.

1. Acceptance of Terms

By scheduling, booking, authorizing, or receiving services from Maid In Surprise, Customer represents and warrants that:

- Customer is at least eighteen (18) years of age;
- Customer possesses legal authority to authorize cleaning services at the service location;
- Customers have provided accurate, complete, and current information;
- Customer agrees to comply with all Terms, Policies, procedures, and operational requirements established by Maid In Surprise.

If Customer does not agree to these Terms, Customer shall not book or receive services.

2. Services Provided

Maid In Surprise provides residential and commercial cleaning services including, but not limited to:

- Standard maintenance cleaning;
- Deep cleaning services;
- Move-in and move-out cleaning;
- Vacation rental and turnover cleaning;
- Post-event cleaning; and
- Additional services expressly approved by the Company.

The Company reserves the right to modify, refuse, limit, suspend, or discontinue services at its sole discretion.

All service estimates are based upon information provided by Customer at the time of booking. Actual pricing may increase if property conditions materially differ from descriptions provided during scheduling.

3. Booking Authorization & Payment Method

Authorization

By submitting payment information, booking services, or clicking “Reserve My Appointment,” Customer expressly authorizes Maid In Surprise to securely store Customer’s payment method and charge such payment method for:

- Scheduled cleaning services;
- Recurring cleaning services;
- Deep cleaning or move-out deposits;
- Approved add-on services;
- Late cancellation fees;
- Lockout or no-access fees;
- Outstanding balances;
- Applicable late fees; and
- Any amounts otherwise owed pursuant to these Terms.

Customer acknowledges and agrees that recurring service appointments may be automatically charged to the payment method on file.

Customer agrees not to initiate or threaten a chargeback, reversal, or payment dispute without first providing Maid In Surprise written notice and a reasonable opportunity to resolve the matter.

Unauthorized or fraudulent chargebacks may result in immediate termination of services and collection efforts.

4. Payment Policy

Payment is due before or immediately upon completion of services, unless otherwise agreed to in writing by Maid In Surprise Cleaning Company, LLC.

Customers are required to maintain a valid credit or debit card on file prior to their first scheduled service.

Payment information is securely processed and stored by the Company's authorized third-party payment

processor. Maid In Surprise Cleaning Company, LLC does not store or have access to Customers' full payment card information.

Accepted payment methods include:

- Credit and debit cards (Visa, Mastercard, American Express, Discover);
- Zelle; and
- Cash.

Maid In Surprise Cleaning Company, LLC does not accept personal checks, PayPal, or Venmo.

Unless another accepted payment method is received before or immediately upon completion of service, Customer authorizes Maid In Surprise Cleaning Company, LLC to charge the authorized payment method maintained on file for completed services, approved add-on services, applicable fees, late cancellation fees, no-access fees, outstanding balances, and any other charges authorized under this Agreement.

If a payment is declined, the Company may make reasonable additional attempts to collect the outstanding balance using the authorized payment method on file after notifying the Customer.

Any unpaid balance remaining after the date of service shall accrue a late fee of Ten Dollars (\$10.00) per calendar day until paid in full, to the maximum extent permitted under Arizona law.

Customer shall be responsible for any declined payment fees, collection costs, reasonable attorneys' fees, court costs, and any other expenses incurred by Maid In Surprise Cleaning Company, LLC in collecting unpaid balances, to the fullest extent permitted under Arizona law.

Failure to maintain a valid payment method or timely remit payment may result in one or more of the following:

- Suspension or cancellation of scheduled or future services;
- Loss of recurring service pricing or discounts;
- Loss of preferred scheduling priority;
- Requirement of prepayment for future services; and

- Refusal of future bookings.
 - The Company reserves the right to modify its accepted payment methods or payment processing methods at any time by providing reasonable notice to Customers.
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5. No Refund Policy

ALL COMPLETED SERVICES ARE FINAL AND NON-REFUNDABLE.

Customer acknowledges that cleaning services are subjective in nature and agrees that Maid In Surprise shall have the sole and exclusive right to determine the appropriate resolution for service-related complaints.

If Customer is dissatisfied with any portion of the cleaning service, Customer must notify Maid In Surprise in writing within twenty-four (24) hours of service completion. Failure to provide notice within twenty-four (24) hours constitutes Customer's acceptance of services as satisfactorily completed.

At the Company's sole discretion, Maid In Surprise may offer a redo or touch-up service in lieu of any refund, credit, or price adjustment.

6. Redo Policy

Customers must report any alleged deficiencies, omissions, or concerns within twenty-four (24) hours following service completion.

Redo services are limited solely to areas included within the original scope of work and shall not apply to:

New messes or conditions created after service completion;

Areas made inaccessible at the time of cleaning;

Conditions caused by excessive clutter;

Issues arising from ordinary wear and tear; or

Conditions outside the original scope of services.

The Company reserves the right to inspect or verify any complaint prior to approving additional service.

7. Cancellation & Rescheduling Policy

Customer agrees to provide a minimum of twenty-four (24) hours advance notice for cancellations or rescheduling requests.

Monday appointments must be canceled no later than 12:00 PM Arizona time on the preceding Friday.

Failure to provide proper notice may result in:

- A cancellation fee of up to fifty percent (50%) of the scheduled service amount;
- Forfeiture of deposits; and/or
- Removal from recurring scheduling.

Recurring service pricing is contingent upon maintenance of the agreed service frequency. Skipped cleanings, excessive rescheduling, or interruptions in service frequency may result in pricing adjustments.

The Company reserves the right to refuse excessive rescheduling requests.

8. Deep Cleaning & Move-Out Deposits

Deep cleaning and move-in/move-out services require a non-refundable deposit of One Hundred Dollars

(\$100.00) at the time of booking.

Deposits secure staffing, scheduling availability, operational planning, and appointment reservation.

Customers must provide at least seven (7) calendar days advance notice to reschedule deep cleaning or move-in/move-out services.

Cancellations or rescheduling requests made with less than seven (7) days notice shall result in forfeiture of the deposit.

Excessive rescheduling may require payment of an additional deposit.

9. Property Access

Customer is solely responsible for ensuring timely, safe, and lawful access to the property.

Customers are encouraged to provide:

- Smart lock access;
- Lockbox access;
- Alarm instructions;
- Gate codes; and
- Any other information necessary to access the property.

If Maid In Surprise is unable to access the property, delayed from accessing the property, or required to leave without completing services due to Customer-related issues, Customer may be charged up to the full scheduled service amount.

Arrival windows are estimates only and are not guaranteed.

The Company shall not be liable for delays caused by traffic, weather, staffing shortages, emergencies, prior appointment overruns, or events outside the Company's reasonable control.

10. Initial Cleaning Conditions & Additional

Charges

Service estimates are based upon information disclosed by Customer at the time of booking.

Properties containing excessive buildup, heavy soil, excessive pet hair, bodily fluids, hazardous conditions, excessive clutter, nicotine residue, or undisclosed conditions may require:

- Additional labor hours;
- Additional staffing;
- Additional service charges; or
- Refusal of service.

Customer agrees to pay reasonable additional charges associated with materially inaccurate booking descriptions or undisclosed property conditions.

The Company reserves the right to stop or refuse services if conditions pose a health, safety, or operational concern.

11. Cleaning Limitations & Exclusions

Unless expressly agreed upon in writing, Maid In Surprise does not provide:

- Hoarding cleanup;

- Pest control services;
- Rodent or insect infestation remediation;
- Biohazard cleanup;
- Bloodborne pathogen cleanup;
- Animal waste cleanup;
- Litter box cleaning;
- Laundry services;
- Dishwashing services;
- Professional organizing services;
- Heavy furniture moving;
- Cleaning requiring ladders above a two-step stool; or
- Exterior window cleaning above ground level.

The Company reserves the right to refuse or discontinue services if property conditions are deemed unsafe, unsanitary, hazardous, threatening, or beyond the agreed scope of work.

12. Pets & Animals

Customer is responsible for securing aggressive, dangerous, or unpredictable animals during service appointments.

Animal waste must be removed prior to the Company's arrival.

The Company shall not be liable for injuries, damages, delays, or interruptions caused by Customer's pets or animals.

Homes containing excessive pet hair or pet-related conditions may incur additional charges.

13. Customer Responsibilities

Customer agrees to:

- Maintain a safe working environment;
- Secure valuables, fragile items, and confidential materials;
- Disclose hazardous conditions or special concerns;
- Maintain reasonable indoor temperatures;
- Ensure legal and safe property conditions;
- Remove excessive clutter prior to service.

The Company recommends maintaining indoor temperatures near 74°F during service appointments.

Customer acknowledges that failure to prepare the property appropriately may affect cleaning results.

14. Damage & Breakage Policy

Maid In Surprise exercises reasonable care while performing services; however, accidental damage may occasionally occur.

Customer must report any alleged damage within twenty-four (24) hours of service completion.

To the fullest extent permitted under Arizona law, Maid In Surprise shall not be responsible for:

- Pre-existing damage;
- Improperly installed fixtures;
- Ordinary wear and tear;
- Fragile, unstable, or improperly secured items;

- Improperly sealed surfaces;
- Antiques, heirlooms, collectibles, artwork, or sentimental items;
- Damage resulting from faulty construction or maintenance;
- Damage caused by Customer negligence or third parties.

All surfaces are presumed properly sealed and safe for standard cleaning unless otherwise disclosed.

The Company's liability for approved claims shall be limited to repair or replacement value, at the Company's sole discretion.

15. Photo Release Authorization

Customer grants Maid In Surprise Cleaning Company, LLC permission to photograph, video record, and document portions of the property before, during, and after services for purposes including:

- Quality assurance;
- Internal training;
- Service documentation;
- Dispute resolution;
- Insurance documentation; and
- Marketing and promotional materials.

Customers acknowledge and agrees that photographs or videos may include cleaned areas, surfaces, rooms, or conditions within the property.

Maid In Surprise agrees not to intentionally disclose personally identifying information, sensitive documents, or personal likenesses without additional consent.

Customer releases and holds harmless Maid In Surprise from claims arising from authorized photography or documentation used in accordance with these Terms.

The Company may document visible pre-existing damage or high-risk conditions through photographs, notes, or video prior to performing services.

Marketing or promotional use of identifiable property images may be limited or excluded upon written request by Customer.

16. Damage Waiver & Pre-Existing Conditions

Customer acknowledges that certain surfaces, fixtures, materials, and property conditions may carry inherent risks during cleaning, particularly where there is:

- Existing damage;
- Wear and tear;
- Improper installation;
- Water damage;
- Oxidation;
- Loose grout or caulking;
- Unsealed stone or surfaces;
- Aged materials;
- Heavy buildup; or
- Neglected maintenance.

By authorizing cleaning services, Customer acknowledges and accepts the risk that certain cleaning

methods may expose or worsen pre-existing conditions that were not visible prior to service.

Customer agrees that Maid In Surprise shall not be held liable for:

- Existing or pre-existing damage;
- Damage resulting from improper installation or maintenance;
- Conditions caused by age or deterioration;
- Failure of caulking, grout, paint, sealants, finishes, or adhesives;
- Damage resulting from hidden defects or weakened surfaces; or
- Reasonable wear exposed during normal cleaning procedures.

The Company reserves the right to refuse cleaning methods or services that may reasonably create risk of damage.

Where visible pre-existing damage or high-risk conditions are identified, Maid In Surprise may document such conditions through notes, photographs, or video prior to performing services.

17. Business Hours & Holiday Schedule

Maid In Surprise Cleaning Company, LLC provides cleaning services **Monday through Friday** during normal business hours. The Company does not provide regularly scheduled cleaning services on Saturdays or Sundays unless otherwise agreed to in writing.

The Company observes federally recognized holidays and does not provide cleaning services on those days.

In addition to federal holidays, the Company's offices and cleaning operations are closed during the following annual holiday periods:

- Thanksgiving Week;

- Christmas Week; and
- New Year's Week.

Appointments affected by weekends or holiday closures will be rescheduled to the next available business day or another mutually agreed-upon date, subject to scheduling availability.

Scheduling availability may be limited immediately before and after weekends and holiday closures due to increased demand. The Company appreciates Customers' understanding and recommends scheduling services well in advance during these periods.

The Company reserves the right to modify its operating hours, business schedule, and holiday closures at any time. Reasonable notice will be provided whenever practicable.

18. Health & Safety

Customer agrees to disclose any hazardous conditions including, but not limited to:

- Mold;
- Biohazards;
- Pest infestations;
- Infectious illness exposure;
- Structural hazards; and
- Unsafe environmental conditions.

The Company reserves the right to refuse, discontinue, or reschedule services where employee health or safety may be compromised.

19. Force Majeure

Maid In Surprise shall not be liable for delays, interruptions, or failure to perform services resulting from events beyond the Company's reasonable control, including but not limited to:

- Severe weather;
- Natural disasters;
- Power outages;
- Road closures;
- Government restrictions;
- Public emergencies;
- Labor shortages;
- Illness;
- Vehicle breakdowns; or
- Acts of God.

Affected services may be rescheduled at the Company's discretion.

20. Service Provider Assignment

The Company does not guarantee assignment of specific cleaning technicians or teams.

Staffing assignments may change due to scheduling needs, illness, staffing limitations, operational requirements, vacations, or emergencies.

All employees and contractors are subject to screening and operational standards established by the Company.

21. Satisfaction Policy

Cleaning services involve subjective expectations.

Customer acknowledges that reasonable variations in cleaning results may occur depending on:

- Property condition;
- Time allocated;
- Surface condition;
- Wear and tear;
- Clutter;
- Previous maintenance; and
- Accessibility.

Maid In Surprise reserves the sole right to determine the appropriate resolution for any service concern.

22. Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY ARIZONA LAW:

THE COMPANY'S TOTAL LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATING TO SERVICES SHALL NOT

EXCEED THE TOTAL AMOUNT PAID BY CUSTOMER TO MAID IN SURPRISE FOR SERVICES PROVIDED DURING

THE THREE (3) MONTHS PRECEDING THE CLAIM.

UNDER NO CIRCUMSTANCES SHALL MAID IN SURPRISE BE LIABLE FOR:

- **INDIRECT DAMAGES;**
 - **INCIDENTAL DAMAGES;**
 - **CONSEQUENTIAL DAMAGES;**
 - **SPECIAL DAMAGES;**
 - **PUNITIVE DAMAGES;**
 - **LOST PROFITS;**
 - **BUSINESS INTERRUPTION;**
 - **LOSS OF USE; OR**
 - **EMOTIONAL DISTRESS DAMAGES.**
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23. Indemnification

Customer agrees to indemnify, defend, and hold harmless Maid In Surprise, its owners, officers, employees, contractors, and representatives from and against any and all claims, damages, liabilities, losses, costs, expenses, or attorneys' fees arising from:

- Conditions existing at the property;
 - Customer's breach of these Terms;
 - Customer negligence;
 - Undisclosed hazards;
 - Injuries caused by pets or third parties; or
 - Customer violation of applicable laws.
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24. Termination of Services

Maid In Surprise reserves the right to suspend or terminate services immediately for:

Non-payment;

Unsafe conditions;

Harassment or abuse toward staff;

Fraudulent disputes or chargebacks;

Repeated cancellations;

Violation of these Terms; or

Any conduct deemed inappropriate or unsafe by the Company.

Customer may discontinue services in accordance with applicable cancellation policies.

25. Governing Law & Venue

These Terms shall be governed by the laws of the State of Arizona without regard to conflict of law principles.

Any legal proceeding arising from these Terms shall be brought exclusively in a court of competent jurisdiction located in Maricopa County, Arizona.

26. Severability

If any provision of these Terms is determined to be invalid, unlawful, or unenforceable, the remaining provisions shall remain in full force and effect.

27. Entire Agreement

These Terms constitute the complete and exclusive agreement between Customer and Maid In Surprise Cleaning Company, LLC regarding services provided and supersede all prior agreements, discussions, or understandings.

Contact Information

602-644-1391

www.maidinsurprise.com