

Thank you so much for choosing Pine Country Cleaning! We are excited to help with your move in/out/deep clean or one time clean.

Please review and fill out this packet promptly where needed.

Please scan and email back. Please checkout our cleaning lists on our website.

Our hours are 8:30am to 5:30pm. A response is not guaranteed after hours or on weekends. Please call or text within these hours for an immediate response. Please do not wait until after hours to text for the following day. We need 48 hour notice to cancel.

## CONTACT US

Our office location:  
300 SE Reed Market Road Suite 150  
Bend, Oregon 97701

Our Mailing address:  
P.O. Box 5971  
Bend, Oregon 97708

On the Web:  
[www.pinecountrycleaning.com](http://www.pinecountrycleaning.com)  
Email: [pinecountry5@hotmail.com](mailto:pinecountry5@hotmail.com)

Our Office Phone Number:  
541-419-4854

We are looking forward to helping you.

Angie and Jake Simmons  
And the Pine Country Team

## What to Expect From Us

### **Time of Arrival**

Our staff cannot guarantee a time to be at your house but would be happy to text when we are on our way if you would like this then please let us know. We will send a friendly email reminder of your scheduled clean the day before, if you do not want this reminder please let us know. This email will not have the time we are coming, because we do not promise times.

### **Breakage**

If we break something while at your home know that we are truly sorry and would never want to do this. Accidents do happen. Within 24 hours please call, text, or email us and let us know and if possible please include a picture of the broken item. We will assess the situation and take a report. If we determine we are responsible we will get information to find a replacement of the damaged item. Please be advised we will need a receipt or proof of value for replacement cost, we will also need to take the damaged item we are replacing. If you have anything of sentimental or extreme value, please put it away on cleaning day.

### **Price of Deep Clean**

We agree that we will charge **\$40 per hour, per cleaner**. Divide the total number of hours by number of cleaners. Example: If you are paying for 5.5 hours ( our minimum) and there are two cleaners, they will be there for 2.75 hours. We will start with \_\_\_\_\_ hours . We started with a low bid so plan on it taking longer. If you do not respond when we call or text for more time, we will continue to clean and you will be responsible for the whole amount of time we spent at your clean. If we end up spending less time, you will only be charged for the total hours we started with ( Our minimum) Example: If we start with 5.5 hours and it took 4.75 hours, you will be charged for the 5.5 hours because we set aside that time slot for you.

*Mark the statement that applies to you:*

- I agree to pay with a check
- I agree to pay with cash
- I agree to pay with venmo

### **Cancellation**

We expect a 48 hour notice to cancel the day of your clean (9am two days prior to your clean) or you will be required to pay a \$100 fee.

**Liability**

Pine Country Cleaning will not be held liable for anything that may be out of their control (pictures not hung properly, falling on a wet floor, appliances malfunctioning, berber carpet, etc.) Please make us aware of any problems we may run into in your home, if your faucet is loose, or something is happening with the materials in your home that have already been a problem( make us aware) but we are the last one's to touch it , we are not taking responsibility, for stainless we use a special swedish cloth for stainless that would NOT scratch the stainless. If you have special materials in your home ,tell us about them and how you would like them cleaned so there are no problems. NOT everything that goes wrong is our fault.

We encourage you to do a walk through at the end of your clean to ensure your happiness and anything that was missed will be taken care of at that time. If you forfeit your walk through, please know payment must still be made.

**Product Use**

We are only able to use our specific products, if you would like us to use your products please fill out a product of liability release form with specific instructions on how to use the product. You can find the product of liability release form on our website under downloads on the Services & Pricing page.

Please sign stating you have read and agree to the terms laid out above.

X \_\_\_\_\_ Date: \_\_\_\_\_  
*Client Signature*

Please fill out the following below.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Forwarding address, if applicable: \_\_\_\_\_