

Refund Policy for Desired Look Cleaning Services LLC

Last Updated: January 2026

At Desired Look Cleaning Services LLC ("we," "our," or "us"), we strive to provide high-quality residential and commercial cleaning services. Your satisfaction is important to us. This Refund Policy explains when refunds may be issued and how service concerns are handled.

1. Satisfaction Guarantee

If you are not satisfied with any part of your cleaning service, please notify us within 24 hours of the appointment.

We will return to re-clean the affected areas at no additional cost.

This re-cleaning guarantee must be requested within the 24-hour window and applies only to the areas originally included in the service.

2. Refund Eligibility

Refunds may be issued only in the following situations:

- We are unable to complete the service due to an issue on our end
- A re-cleaning was requested within 24 hours but could not be scheduled
- A documented service failure occurred that cannot be reasonably corrected

Refunds are not provided for:

- Conditions not disclosed during booking
- Areas or tasks not included in the original service
- Excessive clutter or hazardous environments preventing proper cleaning
- Dissatisfaction based on personal preference rather than service quality
- Missed appointments due to lack of access to the property

3. Cancellations & Missed Appointments

- Cancellations made 24 hours or more before the appointment will not incur a fee
- Cancellations made less than 24 hours before the appointment may be subject to a cancellation fee

- If our team arrives and cannot access the property, the appointment may be charged as a full or partial service

Refunds are not issued for missed appointments caused by lack of access.

4. Deposits

If a deposit is required for a service:

- Deposits are non-refundable if the appointment is canceled with less than 24 hours' notice
- Deposits may be applied to a rescheduled appointment if notice is given at least 24 hours in advance

5. Payment Disputes

If you believe a charge was made in error, contact us directly before initiating a dispute with your bank or payment provider.

We will review the situation and work with you to resolve the issue promptly.

6. How Refunds Are Issued

Approved refunds will be processed using the original payment method.

Processing times may vary depending on your bank or payment provider.

7. Contact Us

If you have questions about this Refund Policy or need assistance with a service concern, please contact us:

Desired Look Cleaning Services LLC

Website: <https://desiredlookcleaning.com>

Email: info@desiredlookcleaning.com

Location: Milwaukee, Wisconsin