

# Service Agreement

Desired Look Cleaning Services LLC

**Last Updated: January 2026**

This Service Agreement ("Agreement") outlines the terms under which Desired Look Cleaning Services LLC ("we," "our," or "us") provides residential and commercial cleaning services to the client ("you" or "your"). By booking or receiving services from us, you agree to the terms below.

## **1. Scope of Services**

We provide professional cleaning services based on the service package, quote, or custom plan agreed upon at the time of booking. Services may include:

- Routine residential or commercial cleaning
- Deep cleaning
- Move-in/move-out cleaning
- Post-construction cleaning
- Multi-unit property cleaning
- Specialty add-on services

A detailed description of your selected service will be provided in your estimate or confirmation.

## **2. Access to Property**

You agree to provide safe and timely access to the property at the scheduled appointment time. This may include:

- Providing keys, codes, or entry instructions
- Ensuring pets are secured
- Removing excessive clutter that prevents cleaning

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

## **3. Client Responsibilities**

To ensure a smooth and efficient cleaning, you agree to:

- Disclose any hazards, sensitive areas, or special instructions
- Secure fragile or valuable items
- Notify us of any damaged or malfunctioning fixtures

- Ensure utilities (water, electricity, lighting) are available

We are not responsible for damage resulting from undisclosed conditions or unsafe environments.

## **4. Pricing & Payment**

Pricing is based on the information provided during booking. Final costs may vary depending on:

- Actual property condition
- Additional services requested
- Time required to complete the job

Payment is due at the time of service unless otherwise agreed. We accept various payment methods, including those processed through third-party providers.

## **5. Cancellations & Rescheduling**

To avoid fees:

- Cancel or reschedule at least 24 hours before your appointment
- Cancellations made with less than 24 hours' notice may incur a fee
- Missed appointments due to lack of access may be charged in full

Repeated cancellations may result in refusal of future service.

## **6. Satisfaction Guarantee**

We stand behind the quality of our work. If you are not satisfied with any part of your cleaning:

- Notify us within 24 hours
- We will return to re-clean the affected areas at no additional cost

This guarantee applies only to areas included in the original service.

## **7. Limitations & Exclusions**

Our team does not perform:

- Heavy lifting over 25 lbs.
- Cleaning of biohazards (mold, blood, animal waste, infestations)
- Services requiring climbing beyond a standard step stool
- Cleaning of areas that are unsafe or inaccessible

We reserve the right to decline services that pose safety risks.

## **8. Damage & Liability**

We take great care in your home or business. In the rare event of accidental damage:

- Report the issue within 24 hours
- We will review and address the situation promptly

Our liability is limited to the cost of the service provided or the repair/replacement value of the damaged item, at our discretion.

We are not responsible for:

- Pre-existing damage
- Items not properly secured
- Wear-and-tear issues
- Damage resulting from unstable fixtures or furniture

## **9. Supplies & Equipment**

We provide our own professional cleaning products and equipment. If you prefer that we use your supplies, you must notify us in advance. We are not responsible for damage caused by client-provided products.

## **10. Health & Safety**

For the safety of our team:

- No smoking or vaping during service
- No aggressive pets or unsafe conditions
- No hazardous materials left in accessible areas

If conditions are unsafe, we may pause or cancel the service.

## **11. Changes to Services**

Any changes to the agreed-upon service must be requested before or at the start of the appointment. Additional services may result in additional charges.

## **12. Termination of Services**

Either party may terminate ongoing services with written notice. We reserve the right to discontinue service for:

- Repeated cancellations
- Unsafe environments
- Non-payment
- Disrespectful or inappropriate behavior

### **13. Contact Information**

For questions, service changes, or concerns, contact us:

Desired Look Cleaning Services LLC

Website: <https://desiredlookcleaning.com>

Email: [info@desiredlookcleaning.com](mailto:info@desiredlookcleaning.com)

Location: Milwaukee, Wisconsin