

# ***Disclosure – CL cleaners***

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## **\* IMPORTANT INFORMATION REGARDING OUR TERMS OF SERVICE\***

**UPDATED:** 2025 May 01

**Disclosure will update  
June of 2025**

**EMAIL:** support@chaoticlifecleaners.com  
sales@chaoticlifecleaners.com

**PHONE:** 726-219-1743

- “CL Cleaners”, “Chaotic Life Cleaners” are run through External Enterprise LLC.
- “CL Cleaners” are bonded and insured to protect the Client’s personal items and the Cleaner.
- A set price will be made/ if the cleaning is 3+ hours. An additional cost may need to be added.
- A separate document will attach a price sheet to the disclosure. The price sheet will state all services offered. A detail of what each cleaning consists of will be mentioned under each service.
- Clients can place an initial booking on our website “chaoticlifecleaners.com”. By doing so, the client has first contacted the company to verify the availability and estimated cost of services. “CL Cleaners” will not refund or hold responsibility for those who fail to contact for a booking.
- **\*\*Starting August of 2025 Chaotic Life Cleaners will be charging tax on select services\*\***

### **Residential Cleaning Disclosure**

- Payments are made VIA Square (Either invoiced to email or tap to pay in person) and on our website “chaoticlifecleaners.com”
- Alternative payment methods are accepted only when Square is unavailable.
- **Invoices must be paid by 10p.m the same day.** (Late payments will be subject to a \$5 fee per day that is late. Invoices will update to reflect the late fee.
- (Payments under \$350) If payment is received late, the next visit will result in 50% up front to be scheduled for an appointment. If paying late for a second time (consecutive dates or not) the estimated total payment in whole will be required prior to cleaning. (Time will not be extended unless payment is received).
- Please note that this is a business, to keep things running smoothly, your due diligence is much appreciated as we strive to have a fair and satisfied transaction between parties
- Client information will be stored in a client profile. Information that will be asked are: Address, Gate/door code, First/Last name, DOB, primary phone number, email address and a questionnaire.
- A questionnaire of your home must be filled out. This is an understanding of the treatment needed to care for your home. (Ex. Hardwood flooring, high or short carpet, etc.)
- ALL INFORMATION is held confidential. CL Cleaners does not share any information gathered with a third party outside of External Enterprise LLC
- Payment methods may be stored for future use starting July 1, 2025 per client’s request.
- For cleanings over \$350 will require 50% upfront of the estimated cost prior to each visit.
- By accepting Chaotic Life Cleaners services, you agree to pay any outstanding debt and failure to pay after a third attempt to collect that debt (7 days minimum) may be subject to a police report and/or small claims court appearance.

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- Clients are able to request on a need only basis, weekly, bi-weekly and monthly.
- Clients that are scheduling as they go may not always be able to receive the same dates each visit. (ex. Every Wednesday, every 15th of the month, etc.) Please be flexible
- Clients are highly encouraged to plan schedules a month in advanced if prefer a weekly or bi-weekly clean
- **A booking fee** will be required of \$25 when scheduling. This is deducted from the client's total payment after services have been rendered. Date will only be scheduled once the booking fee has been paid. Please verify the scheduled date on your booking invoice before paying.
- **If the client missed their appointment or does not notify within 48 hours prior to cleaning, another booking fee will be required for a new appointment.** Refund of prior booking fee will not be returned. If the designated cleaner needs to reschedule, no further payment is needed. Clients will be notified. (Emergencies do happen. Please notify and we may be able to waive the fee).
- Communication is very highly practiced at CL Cleaners. We wish for everyone to be on the same page and given the same respect we wish to have in return.
- **No refunds**, if you are not satisfied to the type of service provided you may request a return to correct the mistakes. Must contact us by 10p.m same day for cleanings where the client or anyone in the unit/home were not present at the time of departure. For cleanings where the client or someone else on the behalf is present, must notate issues before the cleaner leaves the property.
- Due to needs, severity of the cleaning needed, additional charges may apply. Must be discussed and agreed before the cleaning starts (ex. deep cleaning was needed but client asked for a basic cleaning when original discussion was mentioned but understood pricing may change)
- Pricings are an estimated value only until actual unit has been viewed and seen by the cleaner. Send photos and square footage info to support@chaoticlifecleaners.com for a more accurate pricing.
- Cleaning supplies are provided unless customer prefers to use their own products. (Special requests such as Eco Friendly, Non-Toxic, non-bleach products must be stated at the time of booking.)
- **Housekeepers vs. House Cleaners.** Housecleaners tidy up with light cleaning (Our basic cleaning option) while housekeepers generally have more tasks like dishes, laundry, organizing while cleaning, scrubbing surfaces to improve the homes cleanliness. (Our deep cleaning option) Please make sure you are requesting the correct job. If unsure you will be notified when a walk-through of your home is performed.

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- Emergency cleaning (ex. Same day) will result in a \$25 upcharge.
- **Homes w/natural stones for countertops/ showers, hardwood flooring, etc. may result in an upcharge. This requires special attention and products used are pricier to properly clean and care for the longevity of the stone/wood. This help keeps pricing fair for everyone.**  
**(\*\*Only for the client who opted in for the special care\*\*)**
- If the client will not be home, access information must be provided but can be provided up to one hour prior to cleaning. A reminder will be sent out via text. (Photos may be requested by the client with the invoice at the end of the scheduled cleaning).
- Failure to provide access information by the start of the scheduled time frame will result in a canceled appointment.
- **All appointment times must be given an hour window for the cleaner to arrive. NOTE the time does not start until the cleaner has entered the unit/home.**
- Major holidays will not be a working day at this time.
- Weekends will not be accepted for last minute bookings (under 24 hours) at this time.
- Clients who are needing extra services outside of the basic and deep cleaning for residential units will need to have a written or text agreement of pricing and job details.
- Jobs that include clean up parties/gatherings must be approved by the event coordinator to prevent any confusion with access points. Cleaning Prior, during, and after an event is optional. You may choose one, two, or all three (see price chart as pricing is determined by party size)

## **Homes with pets**

- must have pets put in a kennel or outside (backyard) during a cleaning visit. Owners cannot guarantee 100% of an animal being provoked easily by having a stranger/non-family member nearby or running around. The pet could possibly trip or bite a cleaner.
- If for any reason a serious accident occurred resulting in immediate hospital visitation, CL Cleaners reserve the right to push forward with actions based on Texas code section 822.005 and any codes related to the incident to correspond correctly.
- Safety is our number one concern, and Homeowners will be reminded to have their pets in a safe area.

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## **CLAIMS:**

- Any damages or wear and tears found prior to cleaning a room/space will be notated and documented with a time stamped photo or signed off by the client as pre-existing conditions and CL Cleaners are not held responsible.
- Liability claims that exceed \$500 (Ex. Claims of broken furniture or deco) will go through an insurance claim. Client have 24 hours to report any claims by calling 726-219-1743 directly. They will receive instructions on how to process their claims. Time frames for claims are based on the insurance companies time frame.
- Third Party Claims (any person other than the direct client who booked the service) are not given any responsibility to make any claims. (Ex. other persons living in the home/unit)
- CL Cleaners may decline cleaning delicate, priceless and or Antique items as there is always a risk of potential damage to the item, or any item in the home that has a high potential rate of breaking.
- Theft is not tolerated within CL Cleaners as we strive to provide a healthy, professional, honest relationship with our clients. As much as any business would like, it cannot control the minds of the workers. Please keep any valuables out of sight. Any reports must be documented and sent to support@chaoticlifecleaners.com for review. CL Cleaners reserve the right to a partial, full or non-refund of the amount lost. Reviews may take up to 30 days before client is notified of the outcome.

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## **Remote services**

- In addition to our local cleaning services, we offer remote cleaning guidance and consultation to assist clients in maintaining a clean and organized environment. By choosing out remote services, you acknowledge and agree to the following
- Service Scope: Our remote cleaning services include virtual consultations, step-by-step cleaning guidance, organization strategies, and product recommendations. These services do not involve direct physical cleaning by out staff
- Client Responsibility: As remote cleaning requires client participation, the effectiveness of the service depends on your ability to follow the provided instructions. We are not responsible for any incomplete or unsatisfactory results due to client inaction or improper execution of guidance.
- Health & Safety: We may recommend cleaning techniques and products. However, it is the clients responsibility to ensure that all recommended products are safe for use in their specific environment and to follow all manufacturer guidelines. We are not liable for any damages, injuries, or adverse reactions resulting from the use of cleaning products.
- Technology Requirements: To provide remote cleaning services, clients may need access to video conferencing tools, a stable internet connection, and a device capable of supporting virtual communication. We are not responsible for technical issues that may impact the quality of the consultation.
- Payment & Cancellation: Remote cleaning services are free for one consolidation after each deep cleaning appointment. CL Cleaners prefer to use this service between cleanings. Any consolidations outside the free one time will result in an upfront payment of \$20 per consolidation. Cancellations or rescheduling requests must be made at least 48 hours in advance to avoid additional charges.
- No Guarantee of Results: While we strive to provide effective cleaning guidance, we cannot guarantee specific results as remote cleaning relies on client execution. We do not offer refunds based on dissatisfaction with results, but we welcome feedback and will work with clients to improve their experience.

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## **Employee and or Sub Contractors:**

- Cleaning and moving around constantly brings the body temperature up. Please have the home no higher than 72 degrees while the cleaner is on site.
- Clients may not ask the cleaner to run any errands outside the home. (ex. wash laundry at a nearby facility). Clients must notate any additional tasks to "CL Cleaners" prior to booking. Not all tasks can be compensated for.
- Cleaners who are employed through "CL Cleaners" have signed a contract to not accept business outside of the company with the clients they are assigned to. Any client persuading an employee will not be able to have any further business with "CL Cleaners" or any business under "External Enterprise".
- The larger our company gets, having the same cleaner may not be granted. If the client has a preferred cleaner, the company will try to accommodate, but may not be promised.
- For the safety of the employees and or sub contractors, please keep personal conversations to a minimum, any debatable subjects such as religion and politics are not allowed unless each party agrees to debate and have a conversation. Asking personal information of a cleaner is not allowed unless the cleaner has openly started the conversation. This prevents any unwanted or uncomfortable atmosphere between client and cleaner.
- Large clean-ups due to hoarding homes will not abide by this disclosure. At this time, this is not a service offered.
- For Cleaning/Services outside of Residential, please see disclosure pertaining the services needed.
- Industrial Commercial units will not include warehouses at this moment..
- CL Cleaners strive for top quality service backed by clear communication. We prefer a company dedicated over the saying "quality over quantity". If you are not clear on the communication you were given or have any further questions, please do not hesitate to contact [support@chaoticlifecleaners.com](mailto:support@chaoticlifecleaners.com).
- Chaotic Life Cleaners is working hard towards other services to accommodate our clients. Please be patient as we work on this goal. It is extremely helpful when our clients refer our name and sends us high reviews on Google (Coming soon) and Yelp. (Social Media pages will be coming soon, please be on the lookout.

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## **Warning:**

- Homes w/ heavy smoke odors will be denied as it can cause an allergic reaction to a cleaner.
- Homes w/safety hazards such as lose live wires, human waste/body fluids, pest problems will be denied
- Cleaning products contain chemicals that could cause allergic reactions such as headaches. You must inform your cleaner prior to your scheduled cleaning if there are products (ex. bleach) that you do not want in your home. If you prefer a more natural cleaner (ex. vinegar) please inform your cleaner or have the products wished to be used.
- Cleaning Hazard materials, waste, bodily fluids, blood, spit, vomit, feces, urine, mold, etc. caused by humans/pets can create a health risk to the environment.
- Please do a wipe down to make sure your cleaner is not at risk. If a cleaner comes across these while cleaning, an extra fee may be charged due to the severity of the hazards in the home.
- **A cleaner will not clean when black mold is present throughout the house.**

**Chaotic Life Cleaners is working hard towards other services to accommodate our clients. Please be patient as we work on this goal. It is extremely helpful when our clients refer our name and sends us high reviews on Google (Coming soon) and Yelp. Social Media pages will be coming soon, please be on the lookout.**

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- Rate pricing will change May 1st, 2025 to keep CL Cleaners running smoothly and keeping up with competitors, amount of cleaners on staff, and client needs.
- Discounts are given for those who qualify. Please contact [support@chaoticlifecleaners.com](mailto:support@chaoticlifecleaners.com) to see a list of qualifications.
- Tips are optional, if paying by invoice, a prompt will appear after payment is made.
- Client must sign and send back a copy of the disclosure for full transparency and understanding before booking and paying for an appointment.

**CL Cleaners reserves the right to change the companies disclosure at any point in time to meet the needs of the company. Clients may not be notified of changes. Disclosure will always be present on our website. If you wish for a copy please email [support@chaoticlifecleaners.com](mailto:support@chaoticlifecleaners.com)**

**\*\*CL Cleaners will be updating this disclosure in June\*\***

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# ***Website Disclosure***

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## **1) Collection of Personal Information**

We may collect personal information from users in a variety of ways, including, but not limited to, when users visit our site, fill out a form, subscribe to our newsletter, or interact with other activities, services features, or resources we make available. Users may be asked for their name, email address, or other personal details. Providing such information is always voluntary, and users can choose to withhold personal data, though it may prevent them from engaging in certain site-related activities.

## **2) Use of Collected Information**

We collect and use personal information for the following purposes:

- \* To improve customer service
- \* To personalize the user experience
- \* To send periodic emails (only if subscribed)
- \* To improve our website

We do not sell, trade, or rent users' personal identification information to others.

## **3) Cookies**

Our website may use "cookies" to enhance user experience. Cookies are small files stored on your device that help us understand and remember your preferences for future visits. They may also be used to collect personal information about traffic and interactions on the site to improve the user experience.

Users can choose to set their web browser to refuse cookies or to alert when cookies are being sent. However, some parts of the website may not function properly without them.

## **4) Third-Party Services**

We may use third-party services (such as Google Analytics) that may collect, monitor, and analyze data to help us improve our site. These third parties have their own privacy policies.

## **5) Your Consent**

By using our site, you consent to our website's privacy policy and the collection and use of information as described.

## **6) Updates to This Disclosure**

We reserve the right to update this disclosure at any time. When we do, we will revise the updated data at the bottom of this page.

Last update: May 1, 2025

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