

Chaotic Life Cleaners Master Service Agreement

CHAOTIC LIFE CLEANERS

CLIENT SERVICE PACKET & MASTER SERVICE AGREEMENT

Operated by External Enterprise L.L.C. – Texas

INTRODUCTION

About the Company

Chaotic Life Cleaners operates under External Enterprise L.L.C., a Texas-based company providing residential, rental, and commercial cleaning services.

The company was created to improve standards within the cleaning industry through professional systems, transparent communication, and reliable service practices.

Cleaning personnel may include trained employees or independent contractors operating under company supervision.

Mission & Service Standards

Our mission is to provide dependable, professional cleaning services that allow clients to reclaim their time while maintaining clean, healthy environments.

Core service standards include:

- Clear communication
- Respect for client property
- Consistent cleaning procedures
- Professional conduct
- Reliable scheduling

Chaotic Life Cleaners operates under a **quality over quantity philosophy**, prioritizing long-term client relationships.

COMMUNITY COMMITMENT

Community Giving & Charitable Contributions

Chaotic Life Cleaners believe businesses should positively contribute to their communities.

At the conclusion of each fiscal year, the Company may allocate **up to ten percent (10%) of annual net profits toward charitable initiatives at its sole discretion**. Such charitable contributions are voluntary initiatives of the Company and do not constitute a contractual obligation.

Clients who utilize our services indirectly contribute to these efforts. Periodic or end-of-year email communications may be sent to clients summarizing the charitable initiatives supported through the continued support of Chaotic Life Cleaners.

SERVICES PROVIDED

General Services Overview

Services may include:

- Residential cleaning
- Short-term rental / Airbnb turnover cleaning
- Event and venue cleaning
- Post-Construction cleaning
- Commercial facility cleaning
- Remote cleaning consultation

Service availability may vary based on property conditions, location, and scheduling capacity.

Services Generally Not Included

Unless specifically agreed upon in writing, the following services are typically not included in standard cleaning services:

- Washing excessive dishes • Laundry services • Moving heavy furniture or appliances • Pest removal or infestation treatment • Biohazard cleanup • Mold remediation • Exterior window cleaning above reachable height • Removal of excessive clutter or hoarding conditions

Residential Cleaning

Typical residential cleaning duties may include:

- Dusting furniture, shelves, and accessible surfaces
- Vacuuming carpets and rugs
- Sweeping and mopping hard floors
- Cleaning kitchen counters, exterior appliances, and sinks
- Sanitizing bathroom surfaces including toilets, sinks, tubs, and showers
- Emptying trash receptacles
- General tidying of common areas

Deep residential cleaning services may additionally include:

- Baseboard cleaning
- Interior appliance cleaning (oven, refrigerator, microwave)
- Vent and fan dust removal
- Cabinet exterior cleaning
- Detailed bathroom scrubbing

Short-Term Rental / Airbnb Cleaning

Turnover cleaning services are designed to prepare the property for incoming guests and may include:

- Changing or replacing bed linens
- Resetting bedrooms and common spaces
- Restocking basic guest supplies when provided by host
- Cleaning kitchen surfaces and appliances
- Sanitizing bathrooms
- Vacuuming and mopping floors
- Trash removal and replacement of liners
- Visual inspection to ensure the property is guest-ready

Hosts remain responsible for ensuring sufficient supplies are available unless restocking services are specifically arranged.

Event & Venue Cleaning

Event cleaning services may include pre-event preparation and post-event cleanup duties such as:

- Floor sweeping or vacuuming
- Surface wiping of tables, counters, and seating areas
- Restroom sanitation and restocking (if supplies are provided)
- Trash collection and removal
- Debris removal following events
- Light floor mopping where appropriate

Large-scale events or excessive debris may require additional service fees.

Post-Construction Cleaning

Post-construction cleaning focuses on removing construction residue and preparing the property for occupancy. Duties may include:

- Removal of construction dust from surfaces
- Cleaning interior windows and glass
- Wiping fixtures, trim, and baseboards
- Vacuuming and mopping floors
- Cleaning cabinets, counters, and installed surfaces
- Removing light construction debris related to cleaning

Hazardous material removal, mold remediation, and structural repair work are not included.

Commercial Cleaning

Commercial cleaning services may include routine facility maintenance such as:

- Office and workspace cleaning
- Restroom sanitation
- Trash removal and liner replacement
- Vacuuming and floor care
- Cleaning entryways and common areas
- Disinfecting high-touch surfaces such as door handles, light switches, and shared equipment

Commercial services may be provided for a variety of business environments including, but not limited to:

- Office buildings and professional offices
- Gyms and fitness facilities
- Warehouses and light industrial facilities
- Retail stores and shopping spaces
- Churches and places of worship
- Medical or wellness offices (non-biohazard environments)
- Daycare centers and educational facilities
- Event venues and community centers

Service scope may vary depending on the size, layout, and operational requirements of the business facility.

Remote Cleaning Consultation

Virtual consultation services may include:

- Cleaning strategy recommendations
- Organization suggestions
- Product and tool recommendations
- Maintenance planning for homes or facilities

Results may vary depending on the client's implementation of recommendations.

BOOKING, PRICING & PAYMENT

Booking Procedures

Appointments must be scheduled through approved communication channels. Booking fees will be required to reserve service dates. If this fee is not sent, you will not have a time slot available to you.

Pricing & Estimates

Service pricing varies depending on property size, condition, and requested scope of work. Quotes provided prior to property evaluation are considered estimates only. Pricings may change for **each visit** depending on the conditions of the home/unit.

Market Adjustment Clause

The Company reserves the right to implement **annual price adjustments** as well as market-based adjustments due to factors such as inflation, labor costs, insurance increases, fuel costs, or supply price increases.

Continued use of services following any adjustment constitutes acceptance of updated pricing. Reasonable notice of recurring service rate changes may be provided when practical.

Payment Policies

Residential invoices are typically due the same day services are completed unless otherwise arranged. Cancellations and reschedules must be made within 72 hours of the cleaning appointment. Subject to fees if made under 72 hours.

Commercial invoices are due on a net30 terms or otherwise arranged when a contract begins.

Late Payments & Collections

Late payments may incur administrative fees. Unpaid balances may be submitted to collections where permitted by law.

CLIENT RESPONSIBILITIES & SAFETY

Client Responsibilities

Clients agree to provide safe working conditions, accurate entry instructions, and to secure valuables prior to service visits.

Pet Safety Policy

Pets must be secured during service appointments.

If a cleaner is injured due to a pet attack and requires medical treatment or hospitalization, the Client may be held financially responsible for medical expenses, lost wages, and related damages to the fullest extent permitted by law.

Hazardous Conditions

The Company does not clean environments involving biohazards, bodily fluids, mold remediation, active infestations, or unsafe structural conditions.

If such conditions are discovered, services may be stopped immediately.

Property Condition Disclosure

Properties presenting excessive clutter, hoarding conditions, or severe neglect may require price adjustments, preparation prior to service, or service refusal.

CLIENT PREPARATION CHECKLIST

To help ensure efficient and effective service appointments, clients are encouraged to complete the following preparation steps prior to the arrival of cleaning personnel.

- Secure pets in a separate room or designated area
- Place fragile or valuable items in a safe location
- Provide clear access to the property (keys, codes, lockbox, etc.)
- Ensure running water and electricity are available
- Remove excessive clutter from surfaces to be cleaned
- Inform the Company of any special cleaning priorities in advance
- Provide parking instructions when necessary

These preparation steps allow cleaning personnel to focus on delivering the highest quality service during the scheduled appointment time.

SERVICE QUALITY POLICIES

Damage Claims

Damage claims must be reported within **24 hours** of service completion. The Company reserves the right to inspect and investigate all claims prior to determining responsibility.

Client Satisfaction & Re-Clean Policy

If a client believes part of the cleaning was missed, the Company must be notified within **24 hours of the last cleaning appointment**.

The Company may schedule a re-clean of the affected area. **Refunds are not offered**, and the re-clean is the sole remedy for dissatisfaction. Re-cleans apply only to areas serviced during the original appointment and do not apply to new conditions or messes occurring after service completion.

LEGAL PROTECTIONS & LIABILITY

Limitation of Liability

To the fullest extent permitted by law, the Company's liability shall not exceed the amount paid for the specific service performed.

Insurance Disclosure

The Company maintains liability insurance; however, insurance coverage does not guarantee payment for every claim.

Non-Solicitation of Employees

Clients agree not to hire or solicit cleaners introduced by the Company for **24 months** following service without written consent.

Independent Contractor Disclosure

Certain cleaning personnel may operate as independent contractors retained by the Company.

Indemnification

Clients agree to indemnify and hold the Company harmless from claims arising from unsafe property conditions, pets, or undisclosed hazards.

Arbitration

Disputes arising under this agreement may be resolved through binding arbitration prior to litigation where permitted by Texas law. Arbitration shall occur within the **State of Texas in the county where services were performed**, unless otherwise required by law.

Force Majeure

The Company shall not be liable for delays or inability to perform services due to events outside its control such as severe weather, natural disasters, or power outages.

Pre-Existing Damage

The Company is not responsible for pre-existing damage to surfaces, fixtures, flooring, furniture, or household items. Normal wear, loose fixtures, improperly installed items, or prior structural conditions may become visible during routine cleaning.

Surface Wear Disclaimer

Certain surfaces may experience normal wear when exposed to standard cleaning products or techniques. The Company shall not be responsible for deterioration caused by improper materials, aged finishes, or prior damage to surfaces.

Employee Safety & Service Termination

The Company reserves the right to immediately suspend or terminate services if cleaning personnel encounter unsafe conditions including aggressive animals, hazardous environments, threatening behavior, illegal activity, or undisclosed health hazards.

PROPERTY ACCESS & SECURITY

Key Access & Property Entry

Clients providing keys, lockboxes, smart locks, or access codes authorize entry solely for the purpose of scheduled cleaning services. The Company shall not be responsible for security issues resulting from malfunctioning locks, previously compromised security systems, or undisclosed third-party access to the property.

Fragile Items & Breakage

The Company is not responsible for damage to improperly secured wall hangings, antiques, collectibles, or fragile items not disclosed prior to service.

Clients are encouraged to secure valuable or delicate items before cleaning. Clients are responsible for identifying and securing fragile, sentimental, or irreplaceable items prior to service.

Video Surveillance Disclosure

Clients should disclose interior surveillance devices before service appointments. Undisclosed cameras in private areas may result in termination of services.

PRIVACY, MEDIA & COMMUNICATION

Website Privacy Policy

Client contact information may be collected for scheduling and service communication purposes and will not be sold to third parties.

Photography & Marketing Consent

Non-identifiable photographs of cleaned areas may be taken for documentation or marketing purposes.

Online Reviews & Public Communication

Clients are encouraged to contact the Company directly to resolve concerns prior to posting public reviews.

PROFESSIONAL CLEANING STANDARDS

Chaotic Life Cleaners maintain professional service standards designed to provide consistent, reliable results for residential and commercial clients. These standards guide how services are delivered during every appointment.

Arrival & Professional Conduct

Cleaning personnel are expected to arrive prepared for scheduled services and conduct themselves professionally while on client property. Respectful behavior, appropriate communication, and care for the client environment are required during all service visits.

Cleaning Procedures & Consistency

Standardized cleaning procedures are used whenever possible to maintain consistent service quality. While property conditions may vary, the Company aims to provide repeatable and reliable cleaning results during each visit.

Equipment & Supplies

Cleaning personnel utilize professional cleaning tools and products appropriate for common residential and commercial environments. Certain specialty surfaces may require specific products or instructions provided by the client.

Respect for Property

Client property, furnishings, and personal belongings are treated with care during service appointments. Cleaning personnel are instructed to avoid unnecessary movement of heavy or delicate items unless required for cleaning access.

Safety Standards

Safety practices are maintained to protect both cleaning personnel and clients. Services may be paused or discontinued if unsafe conditions are encountered during the appointment.

Communication With Clients

Clients are encouraged to communicate any special instructions, priorities, or concerns prior to service appointments. Clear communication helps ensure the cleaning service aligns with the client's expectations.

WHY CLIENTS CHOOSE CHAOTIC LIFE CLEANERS

Chaotic Life Cleaners prioritizes business practices designed to stand out within the cleaning industry.

Key priorities include:

Reliability – honoring scheduled appointments and maintaining dependable service.

Professionalism – respectful conduct and responsible care inside client homes and businesses.

Trust & Security – maintaining structured service procedures when entering client properties.

Consistency – delivering repeatable cleaning standards rather than inconsistent results.

Clear Communication – encouraging open communication to improve service quality.

Respect for Client Time – helping clients reclaim valuable time while maintaining clean environments.

Community Impact – contributing to community initiatives through charitable giving.

Build Relationships – interacting with clients, we are your escape, feel free to find a listening ear and build a friendship with us while we clean. Any advice given will not hold the company liable.

GOVERNING LAW

This agreement shall be governed by the laws of the **State of Texas**.

ENTIRE AGREEMENT

The Company reserves the right to update policies, procedures, and pricing contained within this packet as business operations evolve. Updated versions may be issued without prior notice.

CLIENT ACKNOWLEDGMENT

By signing below, the Client acknowledges they have read and agreed to the policies contained within this Client Packet and Service Agreement.

Client Name: _____

Signature: _____

Date: _____

Service Address: _____