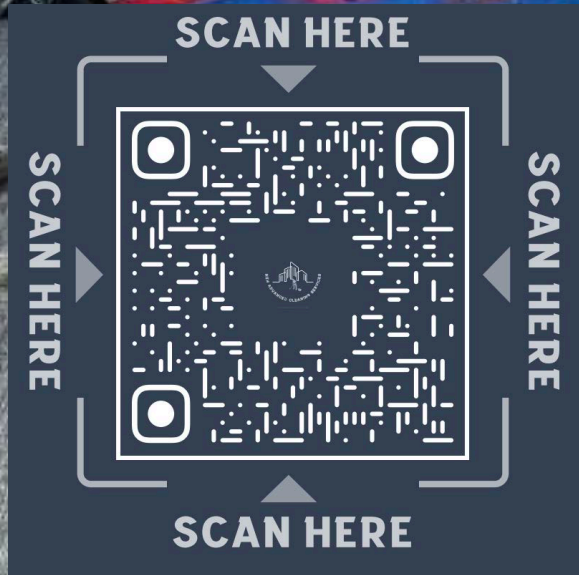


CONFIDENTIAL – DO NOT DISSEMINATE

This business proposal contains confidential, trade-secret information about New Advanced Cleaning Services and is shared only with the understanding that you will not share its contents or ideas with third parties without the express written consent of the plan author. The information within must only be used as intended by the sender unless allowed otherwise in writing.





New Advanced Cleaning Services - Terms And Conditions

Terms And Conditions

Last Updated October 2024. These Terms and Conditions are effective immediately.

New Advanced Cleaning Services LLC is a locally owned and operated small business and has been serving Southern California for over 20+ years. We are licensed, bonded and insured and our employees are professionally trained and vetted.

By hiring *New Advanced Cleaning Services LLC*, you agree to be the party responsible for full payment, communication and complying with all policies, upholding this agreement and satisfaction guarantee procedures.

Communicate with us!

- If you have any questions or concerns about your cleaning service, please call or text our office at 626 - 412 1185. We have a dedicated office staff to assist you and who will make every reasonable effort to provide you with a highly professional cleaning service.
- One way you can help us provide you with a top-quality service is your ongoing feedback.

Estimate/Quotes:

- Estimates are given based on the on-site visit to the location. Should the conditions be worse from the time of the on-site visit. A revised quote will be needed to adjust the amount and time needed to complete the job.
- If you request changes to your service after receiving your original estimate, additional charges may be billed, or a new estimate may be required.
- We may decline the job if our crew arrives at the job and discovers that it requires a level of cleaning that we are not able to provide. In this instance, we will contact you and there will not be a charge.

Don't Skip...Modify your work order:

Our staff are very important to us so please let us know ahead of time if a modification needs to be made to the work order.

- Going On Vacation? Instead of skipping consider having us come in an earlier day.
- A Little Sick? It's more important now than ever to communicate if you are feeling a little under the weather so we can take precautions on our end.
- If you do need to skip a cleaning service, we require at least 48-hour notice for recurring cleanings.
- If you skip a cleaning with less than 48 hours' notice, you will be charged the full anticipated cost of your scheduled cleaning, without exceptions. Timely notice enables us to schedule our staff accordingly.



New Advanced Cleaning Services - Terms And Conditions

- **Please note** – you can reschedule your cleaning for another day during the week without incurring additional fees.
- Exceptions may be made for emergencies and/or illnesses. Frequent cancellations, even for emergency or illness, may still be charged the cancellation fee. New Advanced Cleaning Services LLC reserves the right to make these determinations on a case-by-case basis.
- Cancellation of Service whether temporarily, permanently or reducing the frequency of your cleaning cadence, requires a 48-hour notice. Less than this is considered a late cancellation and will be charged at the full fee.
- We require at least 72 hours' notice for rescheduling or cancellations of One-time cleanings.
- If cancellation or rescheduling causes more than 3 weeks to elapse between cleanings, A catch-up cleaning will be required and charged at our current hourly rate.

For all company-initiated schedule changes due to holidays or extreme weather conditions, we will make every attempt to reschedule as close to your regular scheduled cleaning date as possible.

Cancellation:

For all recurring cleaning services that wish to cancel/terminate service. A **1** Month notice must be given. Failing to do so, you will be billed for an extra month as arrangements will need to be made with no notice in advanced.

Paying for Services:

CHECK, CASH, VISA/MASTERCARD and BANK TRANSFERS are all acceptable forms of payment.

- A \$45 service charge will be added to all NSF Checks. **NO** EXCEPTIONS
- Declined cards and unpaid balances will incur a service charge of \$25 or 15% interest whichever is greater.

LATE PAYMENT FEES: For all late payments, a \$30 late fee will be billed on your next recurring bill.

We offer other ways to pay for our services.

- Cash should be put in sealed envelopes addressed to **New Advanced Cleaning Services LLC**.
- We also accept **Zelle**!

Tipping:

A tip is neither expected nor required. It is completely optional and at your discretion and we appreciate it.

Protecting Your Valuables:

- If asked to dust/clean inside of desk cabinets, clean small computer equipment, frames on the wall or desk, or any other valuable items. You agree to hold harmless and/or release from liability **New Advanced Cleaning Services LLC**. and/or any of its employees responsible for any damage or breakage to any article or component.



New Advanced Cleaning Services - Terms And Conditions

- We will make every effort not to break items, but accidents do happen. We have Limited Liability protection for replacement or repair. Identical replacement will be attempted but NOT guaranteed. It is for this reason that we avoid cleaning requests for irreplaceable or sentimental valuable items.

New Advanced Cleaning Services LLC cannot be responsible for damage due to faulty and/or improper installation, lack of maintenance, or general wear and tear of any items.

Rate Adjustments:

- To meet your needs and to ensure your satisfaction, New Advanced Cleaning Services LLC reserves the option to reevaluate rates at any time.

Photos of Your Office/Building

We take before and after photos of our work. These pictures are used for training, proof of performance as well as promotion. See our website for before and after examples. If you do not want pictures taken of work areas in your office location, please notify us when you schedule your cleaning.

100% Satisfaction Guarantee:

- If you think any area that is in the scope of work is not clean or cleaned well, we will re-clean that area to your satisfaction by the end of the next business day.
- Please call within 24 hours of your cleaning and we will return within one business day to re-clean the problem area.
- We are not able to offer cash refunds or discounts for poor quality on the original bill in place of a re-clean.

Non-Solicitation of New Advanced Cleaning Services' Employees

When entering into an agreement for services with **New Advanced Cleaning Services LLC** you agree not to solicit for hire any staff member introduced to you by New Advanced Cleaning Services LLC for any commercial cleaning. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. When hired, each cleaning technician signs an agreement barring them from performing any commercial cleaning service for any of our past or present customers. However, if you do wish to employ a staff member directly, please discuss this matter with our office. If you are found to have solicited one of our staff, please be advised that our referral/ training fee is \$3,500 per hired employee. We consider our employees our most valuable asset and charge accordingly.