



Client Satisfaction:

Rocky Mountain Maids pledges to deliver exemplary private home residential cleaning services in conjunction with the Basic Cleaning and Deep Cleaning Checklists as displayed and embedded within our website for the Client's review.

A. If the Client is dissatisfied with the private home residential cleaning services rendered as outlined within the Basic Cleaning and Deep Cleaning Checklists, the Client may formally submit their grievance in writing, by means of email to the company's compliance manager, no later than 24-hours after services have been completed.

- i. Upon receipt of said grievance, within the aforementioned 24-hour period, Rocky Mountain Maids will address any and all concerns up to and including deploying team members and or management to the property within 5 business days to address and correct any cleaning omissions at **No Cost** to the Client.

Please direct communication to our compliance manager:

Keri Sweet
info@rockymountainmaids.com