



CLEANING SERVICES – GENERAL INFORMATION

OUR SATISFACTION GUARANTEE

Our happiness guarantee gives you the peace-of-mind you need to trust our service. We'll make it every effort to make it right, or even re-clean your space!

Please note that refunds are not offered. Re-cleans will only be offered if we're notified in writing and with pictures included within 24-hours of the appointment, and a re-clean appointment is scheduled within 7-days from your date of service.

We welcome special projects. These must be scheduled in advance, to allow us to plan enough time for our team to complete their cleaning checklist and then tackle your unique project. We will gladly quote that service upfront, so you know the extra fee required.

We are excited to work with every client. It is our privilege to make your home or office environment a cleaner and better place to enjoy!

RATES

All services are priced in our online booking form or by a written quote. The flat rate price based on 1-living room, 1-kitchen, as well as the number of bedrooms, bathrooms, and half-bathrooms you indicate in the booking form. Any additional room or living spaces that are not indicated will be charged as an *Additional Room*. Rooms not indicated at all will simply not be cleaned.

If we do not perform a walk-through to verify the size and condition of the home before service, our flat-rate prices are based on certain assumptions about the accuracy of the information provided on the booking form, as well as the level of cleanliness and the amount of time/effort required to clean the home.

We recommend that you indicate "Deep Cleaning" if your home has not been professionally cleaned in the past 90 days. We reserve the right to add this fee upon arrival to cover additional time for extensive tidying/organizing, labor-intensive scrubbing, excessive pet hair, an excessive build-up in the bathroom, etc.

Any extra tasks (such as Inside Oven, Inside Refrigerator, Inside Freezer, Hand Cleaning of Window Blinds, Extra Sets of Stairs, etc) all require extra time and will be charged in addition to the standard cleaning service.

The more detailed information you can provide us before booking will let us know to schedule the appropriate amount of time for the cleaning.

DISCOUNTS AND RATE INCREASES

Clients who book weekly, bi-weekly, or monthly cleaning qualify for a discount rate. The rate may change when the level of cleanliness of the home worsens. pareDWN reserves the right to re-evaluate the rates at any time to allow for business-related costs. pareDWN will give notification to the Client 14-days in advance of any rate increase.

PAYMENTS

Unless other arrangements have been made in advance with pareDWN, payment is due in full at the time of service by Visa, Master Card, Amex, cash or check.

If paying with a credit card or bank transfer, the Client will be sent an invoice via email with a link to pay.

If the client wishes to pay in cash or check we request the payment inside a sealed envelope with PAREDWN written on it. Please make checks payable to pareDWN.

pareDWN reserves the right to suspend, cancel or reschedule any cleaning services for clients who have outstanding balances. The performance of scheduled appointments will resume once payment in full has been received.

If you pay by check, and your check is returned for any reason, or your credit card payment is not successfully processed, a \$25 fee will be assessed.

Failure to fully remedy payment within 48-hours of notification of insufficient payment will result in a \$50 late fee, in addition to any attorney fees, which may be required to collect on the outstanding balance.

TIPS

Employees are paid by pareDWN and offered incentives for improving our service, however tips are acceptable and much appreciated. If the Client wishes to leave a tip for the cleaning crew as a show of satisfaction with their service, tips must be properly labeled TIPS FOR CLEANERS.

PHOTOGRAPHY RELEASE

Clients grant permission to pareDWN to take before-and-after photos, as well acknowledged that pareDWN owns such photos and may use them for confirming a price estimate and/or for marketing purposes. pareDWN agrees to not use the client's name or exact address in relation to public release photos without Client's written consent.

CANCELLATION OF APPOINTMENTS

You may reschedule, add-to or cancel your cleaning services. We understand that unforeseen events may occur which creates a need to cancel your scheduled cleaning appointment. If you need to cancel an appointment, please help us to serve you and our other clients by giving us as much advance notice as possible.

If for any reason, you need to change your scheduled appointment, we require at least a full 48-hours of notice. For cancellations of service the day before it is scheduled, a cancellation fee of \$45 will be charged. In the event of a cancellation on the day of scheduled service, full payment for the scheduled service will be invoiced to Client.

ACCESS TO HOME AND/OR LOCK-OUT

A hidden key and/or a contractor's lockbox located somewhere on the premise of the home are acceptable for our teams, as long as pareDWN is notified in advance of the scheduled service as to the location and/or code for key access. If the client would prefer to ensure pareDWN with a copy of the key; keys in our possession are coded and stored in a lockbox until the day of the cleaning appointment. For safety reasons, the Client's address is never included with the key.

If your home has an alarm system, please ensure that it is turned off before your appointment. You may also provide us with the code and steps for us to turn off the alarm. We will reset the alarm when we leave only if we have the code. However, pareDWN will not be responsible if the alarm is set off by our mistake.

In the winter for the safety of our crew, we request that the pathway to walk into your home (driveway, stairs, etc) is clear of snow or ice.

If our crew is unable to gain access to your home at the time of the appointment due to the Client's actions or inactions, or if for any reason a staff member feels that their personal safety is endangered enough to cause them to leave the job site due to actions by the Client, Client's guests, or aggressive animals on the premises, then the Client will remain liable for the full cost of the service.

SKIPPING REGULARLY SCHEDULED CLEANINGS

Clients who have regularly scheduled cleanings (i.e., weekly, bi-week, every 3-4 weeks) can get discounted rates. The discount considers that a home that is regularly cleaned and therefore requires less labor and/or supplies to maintain our high standard of cleanliness each time we visit. If a Client with regularly scheduled services skips a scheduled service, that client may be charged full-price for their next cleaning, as we need to bring the home back to standard. If Clients with regularly scheduled service routinely skips cleanings, any discounts for being regular customers may be terminated at any time.

TEAM MEMBER ASSIGNMENT

All pareDWN team members are properly trained to provide cleaning services. We will make every effort to assign the same team for every cleaning, so that they may be well versed on your home's specific needs. However, the client agrees to our discretion to make changes in the team member assignment if required.

SERVICE SCHEDULES

Our teams generally clean between 8:00 am and 5:00 pm. When you book your cleaning appointment it will be based on a 1-hour arrival window.

Client's will receive an email reminder the day before a scheduled appointment that will include a more exact estimated time of arrival.

We strive to maintain consistency and to provide the best service to our clients, so we always try to arrive within the designated window. However, many variables can affect our arrival times; such as traffic, parking, and/or other appointments taking longer than expected. When necessary, our teams may also need to stay past 5:00 PM to complete a job. We will communicate any delays with the Client and will always strive to make the Client's day as unaffected by such delays as is possible. If the pareDWN team is delayed and such delay causes a conflict for the Client, there will be no penalty fee for the Client to reschedule that cleaning service to a better day/time to a day/time that falls within 7-days of the current appointment.

CLIENT RESPONSIBILITIES

We must be able to reach all the areas to be cleaned. To complete the scheduled cleaning, any clean dishes, clothes, toys, leftover food, etc. will need to be put away before we arrive. Clutter can increase the time it takes to clean your house at the rate we quoted. If extra time is required, the price of service will increase. Additionally, it is pareDWN's policy not to put things away that are left out, as we are not aware of how each Client prefers their home organized.

When in each Client's home, we will be working as quickly and efficiently as possible. Please ensure that your house is ventilated and/or air-conditioned. If the house is too hot or too cold, our cleaning crew's health may be negatively impacted. For this reason, we ask that you keep your home in the 70-72° range while we're in the house.

OCCUPANT AND PETS

Please limit the number of people in your home when we arrive. Also, please move your pets outside or have them restrained while we are in the home. PareDWN staff cannot be held responsible for taking custody of any person or pets in the home. We ask your cooperation in correcting any problems that could affect our efficiency.

HEALTH HAZARDS

We are committed to providing our employees with a safe workplace. Please know that workers' compensation insurance and OSHA guidelines do not allow us to request employees to remove human or pet discharge (including urine, feces, vomit, blood) without proper training and equipment. Our insurance does not cover us for any employees in the case that they get sick from being in touch with human or pet discharge while working for us; therefore, we communicate to the cleaning teams that they are not allowed to touch/remove/clean areas where it has been contaminated by human/pet discharge. We also cannot clean while pest control spray is fresh. We would appreciate your letting us know if there is someone home ill; we can take precautions or perhaps re-schedule.

NEIGHBORHOOD WATCH

We ask you to inform trustworthy neighbors, relatives, and anyone else that may be "keeping an eye on your home" for you that we will be at your home cleaning on the scheduled cleaning days. Doing so can save the police department, neighbors, and the cleaning crew from an embarrassing situation.

Please notify us in advance of any person or people who may be in your home during the time of a scheduled service. This includes family members, service contractors, repair personnel, and so forth. We reserve the right to reschedule visits that coincide with a visit by another service contractor or houseguest that may effect our efficiency or ability to access parts of your home.

TRASH

All trash cans in the house will be emptied and re-lined, as required. pareDWN will NOT dispose of any items that are NOT in a trashcan or labeled as "trash." We never know what might be important to you. This includes soda cans, empty bottles, leftover food, etc.

SUPPLIES

pareDWN provides all appropriate cleaning supplies and equipment, which all employees are trained to use. If a Client requests that we use their products and/or equipment, then this may void our Satisfaction Guarantee. Additionally, when a Client insists that pareDWN uses their own personal cleaning equipment, they assume all risk for possible damages to said equipment and agree to hold pareDWN harmless for any damages which may arise from such use.

THEFT

The best protection is precaution. pareDWN strives to provide the best possible cleaning experience and we carefully select the cleaning crews we hire. However, please DO NOT leave out any money or valuables which could be lost, misplaced or taken. When we find valuables left out, we will clean around them. If valuable items are found on the floor, they will be placed on furniture in the same room they were found. pareDWN's Bond protects you from theft. If a theft is suspected, our bond requires that you file a police report with your local authorities.

BREAKAGE

pareDWN crews have been trained in the proper and safe handling of items in homes. Unfortunately, accidents still occur occasionally. If this happens, you will be notified via a written notice left next to the broken item(s).

Reimbursement will be made up to \$250 with a copy of your replacement receipt, or a quote on a replacement for a similar item. Items, which cannot be replaced due to sentimental or antique value, should be reported to pareDWN BEFORE service begins. We reserve the right not to touch an item. Our insurance company will handle reimbursement for items over \$250.

TERMINATION

Either party may terminate this agreement at any time by giving to the other party at least 3-days written notice. Written notice may be in the form of a text message, email, and/or letter when sent to the primary contact for pareDWN.

RIGHT TO REFUSE SERVICE

pareDWN and its subsidiaries reserve the right to refuse service, terminate accounts, and/or cancel orders in its discretion; including, without limitation, if pareDWN believes that customer conduct violates applicable law or is harmful to the interests of pareDWN.

CONFIDENTIALITY

pareDWN recognizes and acknowledges that this Agreement creates a confidential relationship between the company and the client and that information concerning the client's business affairs, customers, vendors, finances, properties, methods of operation and other such information, whether written, oral, or otherwise, is Confidential Information. pareDWN agrees that it will not, at any time during or after the term of this Agreement, disclose any confidential information to any person whatsoever. pareDWN further agrees to bind its employees to the terms and conditions of this Agreement. Clients may grant information to be listed as a reference or in a testimonial for pareDWN to market its services.

NON-SOLICITATION OF PAREDWN EMPLOYEES

pareDWN strives to provide the best possible cleaning technicians for each and every job, It also provides cleaning crews with special training and supplies to make sure each job is done according to the company's exacting standards. Clients hereby acknowledge that the relationship between pareDWN and all its employees, whether independent contractors or payroll employees, are essential to the proper functioning of the business and to providing the high-quality cleaning that each client expects. Therefore, Clients hereby agree to not solicit any employee of pareDWN at any time when a current Client of pareDWN, and for a period of 1-year after the completion of their final cleaning. If a Client desires to directly retain the cleaning services of one or more employee(s) of pareDWN (whether an independent contractor working for pareDWN or a payroll employee,) they hereby agree to pay pareDWN LLC a fee of \$2000 per employee. Additionally, Clients hereby agree not to solicit any employee or independent contractor of pareDWN on behalf of any other business enterprise, nor induce any employee or independent contractor associated with pareDWN to terminate or breach an employment, contractual or other relationship with the pareDWN. If such solicitation or inducement to terminate employment with pareDWN occurs, the Client hereby agrees to pay pareDWN a fee of \$2000 per employee solicited and/or induced to leave the employ of pareDWN.