

## Newhart's Cleaning Service Customer Policy

By booking services with Newhart's Cleaning Service, you agree to all policies listed below. These terms ensure clear expectations and a professional service experience for both parties. Policy

Acknowledgement: By approving an estimate, scheduling service, or submitting payment, the client acknowledges receipt of and agrees to abide by all Newhart's Cleaning Service Customer Policies.

**Cancellation Policy** 1.1. Customers must provide at least 48 hours' notice to cancel or reschedule to avoid fees. 1.2. Cancellations made between 24–48 hours before the appointment will incur a fee of 35% of the total invoice amount if the client chooses to reschedule. 1.3. Cancellations made less than 24 hours before the appointment will incur a 50% cancellation fee if the client does not reschedule. 1.4. Emergency exceptions (such as illness or family emergencies) may be considered on a case-by-case basis. Documentation may be requested.

**No-Show Policy** 2.1. If a cleaning technician arrives and cannot gain access because the customer is not present, has not provided access, or conditions prevent entry, a no-show fee will apply. 2.2. The no-show fee is 35% of the total invoice amount if the client reschedules, or 50% of the total invoice amount if the client does not reschedule. 2.3. The cleaning technician will wait up to 30 minutes at the scheduled location to allow time for the customer to respond or provide access. After 30 minutes, the technician may leave and the no-show fee will be applied. 2.4. If a technician arrives at the scheduled appointment and is informed for the first time that someone in the home is sick or contagious, the visit will still be treated as a no-show and the applicable no-show fee will apply. Clients are expected to notify us before the appointment if someone in the home is ill so the appointment can be rescheduled.

**Backup Cleaner Policy** 4.1. The same cleaner is scheduled whenever possible; however, illness, emergencies, or scheduling conflicts may require sending a replacement cleaner. 4.2. All cleaning technicians are trained to Newhart's standards to ensure consistent service quality.

**Payment Policy** 5.1. Residential customers: payment is due upon invoice receipt. A 7-day grace period applies; invoices unpaid after 7 days will incur a 20% late fee. 5.2. Commercial customers: Net 7 payment terms apply. A 7-day grace period applies; invoices unpaid after 14 days will incur a 20% late fee. 5.3. Payments made via credit card, ACH, PayPal, or Venmo incur a 4% processing fee.

**Payment Policy for Recurring Customers** 6.1. Recurring cleaning clients must ensure payment is made before the next scheduled appointment unless prior arrangements are established.

**Cash and Check Payments** 7.1. Cash or checks must be handed directly to the technician at the time of service. 7.2. Mailed-in checks or cash are not accepted due to loss and processing risks.

**Bounced Check Policy** 8.1. Any returned check will incur a \$35 processing fee. 8.2. All outstanding balances must be paid within 7 days via card (online pay). Repeated returned checks may result in service termination.

**Minimum Service Fee** 9.1. A minimum charge of \$90 applies to all service visits, regardless of reduced workload at the time of service.

**Price Adjustments and Final Pricing** 10.1. Estimates and quotes are based on the information provided at booking. If the job requires additional time, labor, or services beyond the initial scope, pricing may be adjusted. 10.2. Pricing adjustments and final pricing are non-negotiable. 10.3. All pricing is compliant with the Virginia Consumer Protection Act. Newhart's Cleaning Service is not in the business of deceptive or fraudulent pricing practices. 10.4. Adjustments will be communicated during or immediately after service.

**Deep Cleaning Standards** 11.1. Homes requiring extra labor due to buildup, neglect, or prior lack of professional cleaning may be upgraded to deep cleaning rates and/or additional labor fees.

**Customer-Provided Cleaning Products & Equipment** 12.1 If you prefer for our team to use your own cleaning products or cleaning tools, please notify our office **prior to your scheduled cleaning appointment**. 12.2 We are more than happy to accommodate this request, please be aware that customer-provided products and equipment may not perform as effectively as the professional-grade supplies we use. As a result, cleaning outcomes may vary when using non-company products. Newhart's Cleaning Service is not responsible for reduced results due to the use of customer-supplied items.

**Biohazard and Prohibited Cleaning Materials** 13.1. Cleaners do not handle or remove: bodily fluids, medical waste, needles, prescription drugs, pet feces, urine, vomit, pest infestations, mold, or mildew. 13.2. If such issues are discovered, cleaning may be paused or stopped and a partial service fee may apply.

**Mold Policy** 14.1. Newhart's staff does not remove visible mold or mildew. 14.2. Clients must use a licensed remediation company before booking cleaning in affected areas.

**Pet Policy** 15.1. Pets must remain calm and non-aggressive. 15.2. If a pet displays aggressive behavior (growling, biting, blocking movement), cleaners may halt service. 15.3. Clients are responsible for any resulting injuries or medical expenses.

**Delicate and Valuable Items** 16.1. Cleaners do not dust, move, or clean fragile or irreplaceable items such as fine china, collectibles, and antique glass. 16.2. Clients are responsible for securing such items before the cleaning appointment.

**Damage and Liability Policy** 17.1. Customers must report suspected damage within 24 hours of the completed service. 17.2. Liability does not apply to pre-existing damage, old or loose

fixtures, weak or unstable furniture, or normal wear and tear. 17.3. Newhart's liability, when applicable, is limited to repair or replacement value up to \$500.

**Non-Solicitation Policy** 18.1. Clients may not hire or attempt to hire Newhart's employees independently for a period of 12 months following their last appointment.

**Customer Preparation Requirements** 19.1. To ensure full service is completed as scheduled, clients are required to remove clutter from floors and surfaces, clear dishes from sinks, provide clear access to service areas, and secure valuables.

**Post-Cleaning Responsibility** 20.1. Once a room has been cleaned, maintaining its condition is the client's responsibility. 20.2. If the client dirties an area while cleaners are on-site and requests re-cleaning, additional charges will apply. 20.3. If cleaners have already left, a new appointment must be booked.

**Complaint Window Policy** 21.1. All concerns must be reported within 24 hours of service. 21.2. Issues reported after 24 hours may not qualify for corrections due to changing conditions.

**Resolution Policy** 22.1. Full refunds are not provided during or once services are completed. 22.2. Touch-ups may be scheduled or a discount applied to a future cleaning. 22.3. Original invoices must be paid before a return visit is scheduled.

**Non-Payment and Ghosting Policy** 22.4. If payment is not successfully collected and the client ceases communication ("ghosting"), Newhart's Cleaning Service reserves the right to pursue all legal remedies available, including filing a claim in small claims court. 22.5. Clients agree to respond to reasonable payment-related communication in good faith. Newhart's Cleaning Service operates with courtesy and professionalism and expects the same from its clients.

**Right to Refuse or Halt Service** 23.1. Service may be refused or stopped due to unsafe conditions, harassment toward staff, hostile pets, or biohazards. 23.2. Decisions are made at management discretion.

**Move-In / Move-Out Cleaning** 24.1. All belongings and trash must be removed before the cleaning team arrives. 24.2. If cleaners must remove trash, a \$50 disposal fee will apply.

**Move-Out Payments and Cancellation** 25.1. No deposit is required for move-out cleanings. A secondary billing address is required to ensure payment is accepted and successfully processed when paying online. 25.2. Cancellations within 4 days forfeit 50% of the deposit. 25.3. Cancellations within 24 hours are billed at full cost.

**Commercial Client Payment Terms** 26.1. Commercial invoices are due Net 7 unless otherwise agreed upon in writing. 26.2. A 20% late fee is applied after 14 days unpaid.

**Mileage and Service Area Policy** 27.1. Standard service radius is 25 miles. 27.2. Locations outside this radius will incur a \$0.70 per mile, one-way charge.

**Communication Policy** 28.1. All scheduling, complaints, changes, or service questions must go through the Newhart's Cleaning Service office. 28.2. Clients may not schedule, negotiate pricing, or request changes directly through cleaners or owners (Sarah and Izaiah Newhart).

**Photo and Video Policy** 29.1. Technicians may take photos or videos for quality control, documentation, or insurance protection. 29.2. Media may be used for marketing unless the client requests otherwise prior to service. 29.3. No images will include children, personal documents, or visible addresses unless used strictly for internal purposes.

**Weather and Emergency Delays** 30.1. Severe weather or emergency conditions may require delays or rescheduling without penalty. 30.2. Newhart's Cleaning Service will notify clients as soon as possible.

**Temperature and Environment** 31.1. Clients should maintain a reasonable indoor temperature, including air conditioning during hot months, to ensure safe working conditions. 31.2. Clients should notify Newhart's Cleaning Service if climate control is unavailable.

**Square Footage & Pricing Accuracy** 32.1. All pricing is based on the square footage and details provided at the time of booking. It is the customer's responsibility to disclose any areas that are not to be cleaned (including garages, unfinished basements, storage areas, or locked rooms) prior to service. 32.2. Pricing adjustments cannot be made after the service has been completed. Any requested changes must be communicated no later than 24 hours before the scheduled service time.

**33. Cancellation Of Recurring Services Verification Policy** 33.1. To ensure account security and prevent unauthorized changes, all service cancellations must be confirmed by phone call with our office. 33.2. Cancellations submitted via text message, voicemail, email, social media, or other messaging platforms will not be considered valid unless a phone call is completed and the customer's identity is verified. 33.3. The caller must be able to confirm booking details (such as name, service address, or appointment date) for the cancellation to be processed. 33.4. Failure to call and properly confirm a cancellation may result in the service proceeding as scheduled and applicable cancellation or service fees being charged.

Legal Compliance Notice These policies are intended to comply with applicable Virginia laws, including the Virginia Consumer Protection Act. Policies are written in good faith to promote transparency, fair business practices, and mutual respect between Newhart's Cleaning Service and its clients.