

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. If all belongings are not moved out by the time of service, Newhart's Cleaning Service has the right to change service to a deep clean. 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.

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.

Biohazard & Unsafe Conditions Policy 34.1 Newhart's Cleaning Service does not provide biohazard or hazardous material cleaning, including but not limited to bodily fluids, blood, human or animal waste, mold, or pest infestations. 34.2 If our team arrives at a scheduled service and encounters such conditions that were not disclosed at the time of booking, the service will be declined immediately for the safety of our staff. 34.3 In such cases, a \$90 trip fee will be charged due to time, travel, and scheduling allocation. 34.4 We will then refer and transfer the service to our trusted partner, PuroClean, who specializes in biohazard remediation and restoration services. 34.5 Service with Newhart's Cleaning Service may be rescheduled once the affected areas have been properly remediated and deemed safe for standard cleaning.

Satisfaction Guarantee Policy 35.1 Newhart's Cleaning Service is committed to providing high-quality cleaning services and customer satisfaction. We take all reasonable steps to ensure the service meets the agreed scope and expectations. 35.2 If you are dissatisfied with any portion of your cleaning, you must notify us within forty-eight (48) hours of service completion. Requests made after this time period will not be eligible for remediation or adjustment. 35.3 Upon timely notification, we will assess the concern and, at our discretion, provide one of the following remedies: a re-clean of the specific area(s) in question at no additional charge, or a partial refund of up to 20% of the total service amount. Full refunds are not standard practice and are only issued in rare circumstances at management discretion. 35.4 This satisfaction guarantee applies only to the specific areas included in the original service agreement. It does not apply to excluded areas, add-on services not purchased, or conditions outside the scope of standard residential cleaning. 35.5 This guarantee does not cover issues outside of our control, including but not limited to permanent stains, pre-existing damage, hard water buildup, odors embedded in materials, or conditions that cannot reasonably be corrected through standard cleaning methods. 35.6 The customer acknowledges that Newhart's Cleaning Service will make reasonable good-faith efforts to resolve concerns through re-cleaning or partial refund where applicable. Once a remediation option has been offered or completed in accordance with this policy, the matter will be considered resolved under the service agreement. 35.7 Nothing in this policy limits a customer's right to share honest feedback or reviews; however, this guarantee is limited strictly to the remedies outlined above and does not extend to additional compensation beyond what is stated in this agreement.

Refund Policy 36.1 If a refund is approved, the method of return will match the original form of payment whenever possible: Online Payments (Invoice – Debit/Credit Card): Refunds will be processed back to the original card used at the time of payment. Please allow standard processing times depending on your financial institution. Cash or Check Payments (Will incur a \$20 fee subtracted from refund): Refunds will be issued in the form of a cashiers check in USPS Certified Mail directly to the address on file via the United States Postal Service. Please allow additional time for delivery. 36.2 We strive to handle all refunds promptly and fairly while ensuring proper documentation for both parties.

Mid-Service Cancellation Policy 37.1 If a client chooses to cancel or stop the service after the cleaning has already begun, the full agreed-upon service price will still be charged. This is due to time reserved, labor already performed, and the inability to rebook the allocated service window on short notice.

Scope of Services Disclaimer 38.1 Newhart's Cleaning Service is a professional cleaning company, not a restoration or repair service. While we strive to deliver high-quality results, we do not guarantee perfection in homes that are older, heavily worn, damaged, or require restoration-level work. Certain conditions—such as permanent staining, buildup, structural damage, or neglected areas—may not be fully correctable through standard or deep cleaning services alone.

Final Walk-Through, Approval & Photo Documentation Policy 39.1 Newhart's Cleaning Service documents completed work with photos and/or videos during and after service for

quality assurance, training, security, and recordkeeping purposes, regardless of whether the client is present at the property. 39.2 For all cleans where the client is present at the time of service completion, a final walk-through is required with the client and cleaner before the team leaves the property. During this walk-through, the client is responsible for communicating any areas that may need additional attention, corrections, or adjustments so our team has the opportunity to address them immediately whenever possible. Once the walk-through has been completed, the client will be asked to sign confirming that the service was reviewed and approved. After a signature has been collected, any requested return touch-up visits or additional corrections may be subject to additional service charges or trip fees at the discretion of Newhart's Cleaning Service. 39.3 If the client is not present at the time service is completed, Newhart's Cleaning Service will conduct an internal quality inspection and rely on the photos and/or videos taken at the property as documentation of completed work. Clients are responsible for reviewing the property upon returning and notifying our office of any concerns within 24 hours of service completion. Concerns reported after this timeframe, or requests requiring an additional trip to the property, may be subject to additional touch-up or trip fees.

Supervisor Inspection Policy 40.1 For cleaning jobs totaling \$650 or more, and/or jobs requiring more than three cleaners on-site, Newhart's Cleaning Service may assign a supervisor or team lead to conduct a quality inspection before the final client walk-through is completed. This inspection helps ensure all tasks have been completed according to company standards prior to client approval. Following the supervisor inspection, the final walk-through will then be conducted with the client if the client is present at the property.

Subcontracted Specialty Services 41.1a Newhart's Cleaning Service may, at its sole discretion, utilize qualified third-party subcontractors to perform specialty services, including but not limited to air duct cleaning, dryer vent cleaning, HVAC system cleaning, and related services. 41.1 By scheduling or accepting any subcontracted specialty service through Newhart's Cleaning Service, the customer acknowledges and agrees that such services may be performed by an independent subcontractor approved by Newhart's Cleaning Service. 41.2 Newhart's Cleaning Service acts as a scheduling and coordination provider for subcontracted specialty services and shall not be responsible for the subcontractor's independent business operations, employees, equipment, licensing, certifications, insurance coverage, workmanship, methods, procedures, warranties, or service outcomes. 41.3 The subcontractor performing the specialty service shall remain solely responsible for the performance and quality of the services provided. 41.4 Customers authorize Newhart's Cleaning Service to share necessary contact information, service addresses, scheduling information, and service details with the subcontractor solely for the purpose of completing the requested service. 41.5 Any concerns, claims, service issues, or warranty requests related to subcontracted specialty services should be reported to Newhart's Cleaning Service, which may assist in coordinating communication between the customer and subcontractor. 41.6 To the fullest extent permitted by law, Newhart's Cleaning Service shall not be liable for damages, losses, delays, defects, or claims arising directly from the performance of subcontracted specialty services, except where such liability cannot legally be waived. 41.7 By accepting an estimate, scheduling service, making payment, or permitting work to begin, the customer acknowledges and agrees to the use of

subcontractors for specialty services when applicable and accepts the terms outlined in this section.

Discount & Promotional Policy 42.1 Newhart's Cleaning Service may offer recurring service discounts, maintenance plan pricing, bundled service discounts, seasonal promotions, and other special offers at its sole discretion. 42.2 Unless otherwise stated, only one discount or promotional offer may be applied per service appointment. Discounts, coupons, and promotional offers may not be combined or stacked. 42.3 Recurring service discounts apply only while the customer maintains the qualifying service frequency. Changes to the service schedule, skipped services, or cancellation of recurring service may result in the loss of discounted pricing. 42.4 Promotional offers requiring a recurring service commitment must meet all advertised terms and conditions. If the required commitment is not fulfilled, Newhart's Cleaning Service reserves the right to revoke the promotional discount or invoice the difference between the promotional and standard pricing. 42.5 Specialty service maintenance discounts apply only to eligible specialty cleaning services and remain valid only while the customer maintains the selected maintenance schedule. 42.6 Discounts apply only to qualifying services and do not apply to taxes, fees, gratuities, travel charges, minimum service charges, or additional services unless expressly stated. 42.7 Veteran, military, first responder, or other specialty discounts may require proof of eligibility before the discount is applied. 42.8 Promotional offers are valid only during the advertised promotional period and may not be applied retroactively to previously completed, scheduled, or invoiced services. 42.9 Discounts and promotional offers have no cash value, are non-transferable, and may not be redeemed for cash, refunds, or account credit. 42.10 Newhart's Cleaning Service reserves the right to modify, suspend, discontinue, deny, or revoke any discount or promotional offer at any time, particularly in cases of misuse, abuse, fraud, misrepresentation, or failure to comply with the stated terms and conditions.

