

Copyright © 2025 alpaca-crew. All rights reserved.

This legal disclaimer is the intellectual property of alpaca-crew. It may not be copied, excerpted, or reused in part or full without formal permission. The language herein reflects alpaca-crew's original service framework and business positioning.



alpaca-crew | Legal Disclaimer

1. Proprietary Systems & Innovation Protection

alpaca-crew proudly pioneered the use of AI-powered assessments and predictive maintenance tracking in the cleaning industry. Our integrated service structure—including custom cleaning plans, AI-generated reports, and long-term property monitoring—is a proprietary framework developed uniquely by alpaca-crew.

To protect this innovation:

- All workflows, AI tools, service models, and client-facing reports are the intellectual property of alpaca-crew.
- Unauthorized replication, adaptation, or commercialization of our proprietary model is strictly prohibited.
- alpaca-crew reserves the right to pursue legal action against individuals or entities that misuse, copy, or misrepresent its systems or branding.
- Clients, competitors, and the public are encouraged to report suspected imitation or misuse.

By engaging with alpaca-crew services, you acknowledge our exclusive rights and agree not to duplicate or reverse-engineer any part of our service model without written permission.

2. General Service Disclaimer

alpaca-crew is committed to delivering professional, high-quality cleaning services. By using our services, clients agree to the following:

- **Service Standards:** Our team employs industry-best practices and safe, effective cleaning methods. While we strive to achieve optimal results, some stains, buildup, or pre-existing damage may not be fully remedied.
 - **Client Responsibilities:** Clients must inform alpaca-crew of any specific cleaning needs, fragile items, or potential hazards before service begins. We are not liable for damages resulting from undisclosed conditions or existing wear.
-

3. AI-Powered Assessments & Data Accuracy Disclaimer

3.1 AI-Powered Insights & Limitations

alpaca-crew utilizes AI-driven assessments to provide observational insights based on visible property conditions. These assessments are not professional inspections and do not replace evaluations by licensed professionals.

3.2 No Guarantee of AI Accuracy

AI-generated reports rely on historical data, real-time observations, and algorithms but may not detect concealed damages, external risks, or hidden property defects.

3.3 Client Responsibility for Maintenance Decisions

Clients remain solely responsible for verifying AI observations and making informed maintenance decisions. alpaca-crew is not liable for any misinterpretations, inaccuracies, or errors in AI-generated reports.

3.4 AI & Data Privacy Protection

AI assessments do not process personal client data beyond property condition insights. AI-generated reports remain confidential unless disclosure is required by law.

3.5 AI Reports & Observational Content

alpaca-crew generates AI-powered reports based on visual inputs and structured data collected during assessments and service visits. These reports are intended to assist with general property care planning and personalized service recommendations.

Reports may include:

- Tier classifications based on property condition
- Surface-level structural observations
- Suggested service frequency, add-ons, or referrals

These reports are not formal inspections, legal evaluations, or engineering assessments. All observations are non-invasive and limited to visible conditions at the time of service. alpaca-crew is not liable for issues undetected through surface-level review or for delays in client action based on these recommendations.

All AI-generated content remains the intellectual property of alpaca-crew and may not be reproduced, modified, or redistributed without written consent.

4. Property Observations Disclaimer

4.1 Scope of Observations

As part of our cleaning services, alpaca-crew conducts visual property observations to identify potential concerns. These observations are not formal property inspections and should not be used as a substitute for licensed evaluations.

4.2 Recommendations

While alpaca-crew may provide general maintenance recommendations, clients must consult licensed professionals for issues requiring structural repairs, mold remediation, plumbing, or electrical work. alpaca-crew is not liable for underlying issues that require professional assessment.

5. Subcontractor & Third-Party Services Disclaimer

alpaca-crew partners with trusted third-party vendors for specialized services such as mobile car washing, carpet cleaning, and exterior window washing.

- **Service Standards:** We ensure subcontractors meet alpaca-crew's quality and safety criteria. However, all third-party services are performed under separate agreements.
- **Liability Limitation:** alpaca-crew is not responsible for the quality, delays, damages, or disputes arising from subcontractor work. Any concerns must be addressed directly with the respective vendor.

6. Liability Disclaimer

While we take great care in handling property, clients acknowledge that certain risks are inherent to cleaning services. alpaca-crew is not liable for:

- **Pre-Existing Damage:** We are not responsible for damages to items, fixtures, or surfaces that were already compromised before service.
 - **Personal Property:** Clients must secure valuables such as jewelry, cash, and electronics before service. alpaca-crew is not responsible for lost or misplaced items.
 - **Items Left in Cleaning Areas:** We are not liable for personal belongings left in work areas.
-

7. Cleaning Limitations Disclaimer

Certain tasks fall outside the scope of standard cleaning services, including but not limited to:

- **Heavy-Duty or Hazardous Cleaning:** We do not handle biohazards, mold remediation, hoarding situations, or hazardous material disposal.
 - **High-Risk Areas:** We will not clean spaces requiring ladders beyond step stools, unstable structures, or areas obstructed by excessive clutter.
 - **Specialized Requests:** Additional services (e.g., deep carpet cleaning, oven detailing, window washing) may incur extra charges. Results may vary based on pre-existing conditions.
-

8. Damage and Breakage Disclaimer

While we exercise caution to prevent damage, accidents may occur.

- **Immediate Reporting:** Any incidents will be reported promptly.
 - **Resolution Process:** Claims must be submitted within 24 hours of service completion. We are not responsible for damage due to improper item installation, natural wear and tear, or fragile items that were not disclosed prior to service.
-

9. Cleaning Products & Allergies Disclaimer

We use high-quality cleaning products that are safe for most environments.

- **Allergic Reactions:** Clients must notify alpaca-crew in advance of any known allergies or sensitivities. We will accommodate hypoallergenic or eco-friendly product requests when feasible.
 - **Product Liability:** We are not liable for adverse reactions to cleaning solutions unless a specific allergy was disclosed before service.
-

10. Parking & Access Disclaimer

To ensure uninterrupted service, clients must provide:

- **Parking Accommodations:** If free parking is unavailable, any incurred parking fees will be billed to the client.
- **Property Access:** If access codes, gate keys, or building permissions are not provided, the cleaning may be canceled, and cancellation fees will apply.

11. Pet Disclaimer

For the safety of our staff and pets:

- **Secure Pets:** Pets should be kept in a designated area during service. If pets interfere with cleaning, the service may be discontinued.
- **Pet-Related Damage:** alpaca-crew is not liable for damage caused by pets during or after service.

12. Payment Disclaimer

- **Payment Due Upon Completion:** Unless otherwise agreed, all payments must be made immediately after service via credit card, PayPal, Venmo, Apple Pay, check, or cash.
- **Service Adjustments:** If additional work is required beyond the original scope, clients will be notified before additional charges are applied.

13. Cancellation & Rescheduling Disclaimer

Clients must provide at least 24 hours' notice to cancel or reschedule without penalty.

- **Cancellations Under 24 Hours:** A \$100 fee or 50% of the total service cost (whichever is greater) applies.
- **Same-Day Cancellations (12 Hours or Less):** 75% of the service cost is charged.
- **No-Shows:** If the team is unable to access the property, the full service cost is charged.
- **Rescheduling Limit:** Clients may reschedule up to four times per year without penalties.

14. Access & Safety Disclaimer

For the safety of our staff and to maintain service quality:

- **Unreachable Areas:** We will not clean unsafe or obstructed areas.
 - **Functional Utilities Required:** Electricity and running water must be available throughout the service.
-

15. Commercial Clients Disclaimer

- **Tailored Services:** Commercial clients may require customized cleaning schedules. All service modifications must be agreed upon in advance.
 - **Pricing Variability:** Rates may be subject to reassessment based on property conditions and service frequency.
-

16. Changes to Service Terms Disclaimer

alpaca-crew reserves the right to modify these service terms at any time. Any changes take effect immediately upon posting.

17. Privacy Disclaimer

Client information is used solely for service-related purposes and will not be shared with third parties except as required by law.

18. Third-Party Services Disclaimer

While we may refer clients to third-party service providers, alpaca-crew is not responsible for the quality, pricing, or performance of third-party vendors.

19. Warranty & Limitation of Liability Disclaimer

- **No Warranties:** We strive to deliver the best service possible, but we do not guarantee specific outcomes (e.g., complete stain removal).
 - **Limited Liability:** Our liability is capped at the total cost of the service provided. We are not responsible for consequential, incidental, or indirect damages.
-

20. Health & Safety Disclaimer

- **Hazard-Free Environment:** Clients must ensure their property is free from hazardous materials before service begins.
- **Illness Precaution:** If any household members are ill, clients must notify alpaca-crew in advance to discuss rescheduling or necessary precautions.

21. Errors & Omissions Disclaimer

While we strive for accuracy, information on our website or provided materials may contain errors. We reserve the right to update details without prior notice.

22. Copyright & External Links Disclaimer

- Intellectual Property: All content, including text, graphics, and logos, is the property of alpaca-crew and protected under copyright law.
 - External Links: Our website may contain links to third-party sites for convenience. We are not responsible for their content or practices.
-

23. Governing Law Disclaimer

These terms are governed by the laws of the state in which we operate. Any disputes shall be resolved in accordance with the applicable jurisdiction.

24. Contact & Support

For any questions or concerns regarding our legal policies, please contact:

Email: support@alpaca-crew.com

Phone: (510) 731-6110
