

# **A Better Clean Coastal LLC**

## **Residential Cleaning Service Agreement**

### **1. Service Scope**

The Company provides residential cleaning services including recurring maintenance cleanings, initial deep cleans, move-in/move-out services, and approved add-ons. Service scope is defined at the time of booking and may be adjusted if property condition materially differs from information provided.

### **2. Pricing Structure**

All pricing is based on a structured zone-based flat-rate model. Rates are determined by service location (Green, Blue, or Red Zone) and selected service frequency (weekly, biweekly, or monthly). All recurring services require completion of an initial one-time deep clean prior to beginning maintenance visits. The deep clean establishes baseline standards and service consistency. Material misrepresentation of property size, condition, access limitations, excessive buildup, or undisclosed factors may result in service reclassification and additional charges.

### **3. Payment Terms**

A valid credit or debit card is required to secure all services. Payments are processed automatically using the method on file. The Company does not accept cash or checks unless approved in writing. Failed payments must be resolved prior to future service.

### **4. Recurring Services**

Recurring services are billed automatically on the scheduled service date. Service frequency adjustments or cancellations require proper written notice in accordance with cancellation policy terms.

### **5. Cancellations & Access**

A minimum of 48 hours' notice is required for cancellation or rescheduling. Late cancellations, denied access, no-shows, or inability to safely perform service may result in partial or full service charges at the Company's discretion. Clients are responsible for providing safe, unobstructed access at the scheduled time.

## **6. Breakage & Claims**

Any service-related damage claims must be reported within 24 hours of service completion. The Company is not responsible for pre-existing damage, normal wear and tear, or fragile items not disclosed prior to service.

## **7. Satisfaction Policy**

Service concerns must be communicated within 24 hours. The Company may, at its discretion, offer corrective service. Refunds are not guaranteed and are evaluated on a case-by-case basis.

## **8. Non-Solicitation**

Clients agree not to directly solicit, hire, or contract Company personnel during or after service without written consent from the Company.

## **9. Limitation of Liability**

The Company's total liability for any claim shall not exceed the amount paid for the specific service in question.

## **10. Agreement Acceptance**

Booking service, providing payment information, or allowing service to be performed constitutes full acceptance of this Agreement.