



KAS CLEANING SERVICE, INC

1201 E Parker Rd #210 Plano Tx, 75074
972-423-7574

TERMS AND CONDITIONS

SKIPPED CLEANING & CANCELLATIONS

As a general cleaning client, a part of what you pay for is a consistent spot on our schedule. Having a consistent spot insures that you receive a discounted rate. Any gaps in regular service MAY increase your rate if additional time is needed in order to bring your home back to maintenance level. A cancellation fee will also apply if you do not cancel at least 24 hours in advance (**See below**)

If you need to cancel or reschedule your cleaning service, please give us at least 48 hours notice. Please consider our scheduling/preparations and that we are reserving a time slot for your cleaning. A fee of 50% of your cleaning price will be applied to all accounts that are not canceled/rescheduled at least 24 hours before your scheduled cleaning day.

The following is specific for the weeks already mentioned on the quote. If a client cancels a service or skips a service he or she will have to pay the amount based on the weeks there was no service.

Example: If you have your house cleaned every two weeks and you cancel one of the cleanings. The next time the team comes to clean your house and it has been a month since the last visit. You will be charged for the monthly cleaning rate.

PAYMENTS, TAXES, AND REFUND POLICY

Payment for cleaning services is due in full at the time of service. A valid credit card/debit card must be on file in order to schedule services. If you will be paying by cash on a regular basis, and no one is going to be home on the day of your scheduled cleaning service, payment must be left on the counter. If we arrive to clean and there is no payment, we will contact you immediately. If you are not available, we will try and process the credit card number on file. If we are unable to contact you and are unable to charge the credit card on file, we will need to reschedule your appointment and you will be charged a cancellation fee.

KAS CLEANING SERVICE.INC gladly accepts payment in the following forms: Cash, Check and ~~credit card and~~ ACH payment-through intuit. Please make checks out to KAS CLEANING SERVICE.INC. Should a check be returned, a \$35.00 Returned Check Fee will be added to your account. If the bank is in error, they should reimburse you for this expense, for any account we must refer to collection. KAS CLEANING SERVICE.INC does not except postdated checks.

We do not accept AMERICAN EXPRESS. For clients who wish to set up recurring payments with their bank auto-pay feature, please be sure to schedule checks to arrive at the office before or on the day of service.

All initial, deep, one-time, move in/out and seasonal cleanings are based on the size of your house or business, a cleaning team is generally comprised of two or three members. You agree that you will pay for all services from KAS CLEANING SERVICE. INC. and that KAS CLEANING SERVICE. INC may charge your payment method for any additional amount (including any taxes and late fees. as applicable) that may be accrued by or in connection with your account.

YOU ARE RESPONSIBLE FOR THE TIMELY PAYMENT OF ALL FEES AND FOR PROVIDING KAS CLEANING SERVICE. INC WITH A VALID PAYMENT METHOD FOR ALL SERVICES.

We pride ourselves in giving superior service to our clients. We go above and beyond to make sure you are completely satisfied with your cleaning service. If you are dissatisfied with your cleaning service for any reason, please contact us within 24 hours of your cleaning and we will return to re-clean the area/areas you are dissatisfied with at no additional cost to you.

VALUABLES

Should you decide that you would like us to clean items within curio cabinets or items of monetary/sentimental value, the following release of liability shall be in effect:

Client hereby releases KAS CLEANING SERVICE.INC from all liability arising out of cleaning these items. Client understands that he/she is completely responsible for repairing or replacing any damaged item or items even if KAS Cleaning may have caused the need for repair or replacement.

SHOULD I DO ANYTHING TO PREPARE FOR CLEANING SERVICE?

You can help us provide exceptional cleaning service by following these steps.

- You can contact us with any concerns or questions at any time. Current customers can fill out the SPECIAL INSTRUCTIONS FORM available on the customer service page of our website.
- Pick up and tidy all rooms before we arrive so that we may dedicate our time to cleaning, rather than straightening up. It will be more cost-effective if you do the straightening up before we arrive. Tidying the house before our arrival also prevents us from putting stray objects in the wrong location (thus, you will never have to hunt for the remote control).
- Place fresh linens on the beds if you would like us to strip the sheets and remake the bed with clean linens. If you do not leave sheets out. Please let us know where to look for them. We need your authorization to open closets in your house.

- We will dust picture frames and mirrors. We ask that you secure hanging picture frames and mirrors on sturdy wall hooks appropriate for the weight of the hanging items. Also inspect the hanging wires and replace if deteriorated. Place bumper guards on the backside corners of wall hangings to keep the wall paint from getting scratched.
- We will move chairs to vacuum hardwood floors. Place felt padding on the feet of furniture that are on hardwood floors to avoid scratching the floor when we move the furniture to clean under it.

CHECK AND REPAIR LOOSE OR BROKEN ITEMS, SUCH AS TOWEL RACKS, TOILET PAPER HOLDERS, MICROWAVE AND REFRIGERATOR HANDLES, GLASS SHELVES, AND SO ON.

SERVICE LIMITATIONS

- a) We do not allow our crews to climb higher than a 2-step ladder.
- b) We do not allow our crew to move furniture over 15 lbs. but will try to reach a visible place with an extension duster.
- c) If an area in the home is considered or has the potential to be considered a bio-hazard, that area will not be cleaned (emptying/cleaning cat litter boxes, human/animal excrement, etc.).
- d) KAS cleaning service. Inc will not be held responsible for the damage of items due to improper installation. It is assumed that all surfaces and fixtures are sealed and ready to clean without causing harm. It is to the client's advantage to have the home picked up as much as possible allowing us to be able to get to all areas so that we can optimize your cleaning. At KAS CLEANING SERVICE.INC we provide light straightening of the areas that we clean. If such areas/surfaces are cluttered at the time of cleaning, your team will clean around those areas and you will be notified.
- e) We are a very responsible cleaning company and are extra careful not to break or damage anything while we clean. However, at times accidents can happen. (For this reason, we have general liability coverage with TX all risk. Identical replacement is always attempted, but not guaranteed. We request that all irreplaceable items (whether sentimentally or monetarily valuable) to be stored and/or not cleaned by our staff. KAS cleaning service. Inc must be notified within 24 hours of service if a client should find that something is damaged or missing.

ENTRY TO HOMES KAS CLEANING SERVICE.INC

KAS Cleaning Service. Inc has three different options to choose from so that your cleaners have entry into homes.

1. Client may opt to not give a key to the company and be home on their day of cleaning. Because we cannot give an exact time of arrival, we will give you an estimated time. the client must be home during their specific time frame to let the cleaners in/out of the home. If no one is home when the cleaners arrive, a cancellation fee will be charged. (See fee above).
2. Client may provide the company with a key. In the event of termination of the cleaning agreement, keys will be returned to the client within 48 hours of the final cleaning. For your protection, keys will not be linked to any information pertaining to the client. Keys are kept in a secured area and are crossed referenced in case of loss.
3. If a client chooses to leave their door unlocked, place the key in a secure hidden place where only you and the cleaning crew can gain entry. The client releases KAS Cleaning Service Inc from all liability that arises from damage or theft made before or after the cleaners leave the premises. The client understands that they will be responsible for any damages or theft that are caused before/after their scheduled cleaning team.

It is not necessary for the client to disarm their alarm system for their scheduled date of cleaning. If you would like, you may contact your alarm company and have a house cleaner code issued. If a code and or key is provided, we will keep it securely locked at our office until your scheduled cleaning day in which they will be distributed to the cleaning crew.

PRICE INCREASES

KAS Cleaning Service Cleaning Service reserves the right to adjust client rates at any time. You will be notified 30 days prior to any price increases.

EMPLOYEE SOLICITATION

When entering into an agreement for services with KAS CLEANING SERVICE.INC, you agree not to solicit for hire any staff member introduced to you by KAS CLEANING SERVICE.INC for any home related services or any services which are similar to those sold or provide by KAS CLEANING SERVICE.INC. If you are found to have solicited one of our staff members, please be advised that our referral/ training fee is \$2,500 payable to KAS CLEANING SERVICE.INC immediately upon employing our staff for any services to your home/ business. Your maid(s) will also be immediately terminated.

DIGITAL MEDIA

Occasionally we like to take before and after pictures of your home. Interior pictures will be for our reference only and will not be publicized without your consent. Interior images will be

focused on the room and or damage we may find and will not be focused on personal property unless it is your personal property that was damaged and is required by our insurance to process a claim. If we wish to use pictures of the interior of your home, we will contact you directly before doing so. For exterior pictures of your home we would like to use for possible advertisement on such places like our website, Facebook, Yelp.com and so forth. If we decide to use any exterior images of your home, we may contact you as a courtesy but is not required. At no point will any image include images of any person living in the home. We do respect your right to privacy.

CONFIDENTIALITY AND SECURITY POLICY

The safety of our clients and cleaners is paramount at KAS CLEANING SERVICE, INC. We maintain a strict policy regarding the privacy of our clientele. We guarantee discretion and do not share information (including but not limited to e-mail, residential addresses, telephone numbers and profiles).

Providing professional cleaning in Collin county, we do not allow anyone into the residence without explicit direction from our client. We also ask that you inform the office of expected service and delivery persons or if someone will be in the home working or visiting upon cleaners' arrival. Cleaners must wear shoes to be in compliance with government safety standards. Keys to residence or facility are coded and do not have personal information on key tags.

Please advise of anything in the home that is not working properly (glass shower door falls off hinges when opened, hot water faucet is reversed with cold water, exposed wiring, picture frame is already broken and should not be moved, etc.)

OFFICE HOURS

Our standard office hours are Monday to Friday 9 – 5 p.m. We schedule service 5 days per week.

Terms and Condition Agreement

THE CLEANING SERVICES AGREEMENT (the “agreement”) dated this day of , 2019

This Agreement is not a contract and is between a home owner and KAS CLEANING SERVICE. INC.

The agreement establishes the Terms and conditions of the arrangement between KAS CLEANING SERVICE. INC and the client.

BETWEEN:

_____ of _____

(the “Client”)

-AND-

_____ of _____

(the “Contractor”).

-AND-
