



SPOTLESS CLEAN CLIENT POLICIES

1. Spotless Clean is a quality professional cleaning service that is fully insured and bonded.
2. We provide all equipment and supplies
3. We normally work in crews consisting of two or three professionally trained cleaning technicians. Every crew includes a team leader that supervises every task and ensures consistent quality workmanship at each job.
4. It is our policy that our crews do not smoke or eat in your home or surrounding property.
5. We guarantee consistent quality cleaning services. We employ reliable, hard-working and trustworthy cleaning technicians that are driven by our employee incentives and their desire to give the best possible service to our clients.
6. We strive to exceed your expectations for quality cleaning services. We inspect our work before leaving your home. Occasionally and without intention our crews may miss something. So if, after your inspection, you find our technicians missed something, please contact us within 24 hours so we can correct the issue ASAP or take a percentage off of your cleaning. Full Refunds are not offered however we are happy to correct any mistakes we made or offer you a partial refund. Requests received by our office after 24 hours will be incorporated into your next scheduled cleaning.
7. **Schedule Changes or Cancellations:** We understand that there are changes in schedules in our busy lives. In the event that a scheduled cleaning service must be changed or canceled, we ask that our clients notify us at least 48 hours in advance. This gives us an opportunity to fill that spot and keep our employees working a full schedule. When a client cancels within a 48 hour window, a fee of \$25 will be applied. When a client cancels within a 24 window, a \$50 fee will apply. When a client cancels the same day, a fee of half the cleaning amount will be applied. If the scheduled

cleaning is not rescheduled (and skipped) Spotless Clean may need to charge a higher rate for the next scheduled visit due to the extra work needed to complete that cleaning service. For permanent cancellation of the cleaning service, we ask that the client notify Spotless Clean two weeks in advance.

8. Temporary Suspension of Services: If you will be away from your home for an extended period of time, we request that you schedule the cleaning service just before you leave, but not after you leave. This is to ensure that you have a chance to see our work and be the last to leave your home.

9. Please be certain your home is accessible to our cleaning crews. If you are not at home when we come to clean, please deactivate your security alarm prior to each scheduled visit, or provide us with a code. If our cleaning crews are unable to access your home or if our crew is turned away when they arrive (for any reason), a fee of \$25 will be applied.

10. **Payment:** We require full payment upon completion of our service to your home. For your convenience, we offer a variety of ways to pay. This includes; check, Venmo, Zelle or invoicing through Quickbooks. Please let Spotless Clean know how you would prefer to pay. Returned checks are charged \$30 for reprocessing.

11. Prior to the cleaning technician's arrival, please remove all items such as clothing, toys, etc that may delay the efficient cleaning of your home. This will maximize productivity and minimize the time we spend to clean your home. Our technicians will not pick up these items, but will clean around them as best they can.

12. If you have any irreplaceable, collectable or expensive objects, we ask that these items be secured or put away in order to avoid painful accidents.

13. Spotless Clean is not responsible for damage due to faulty or improper installation of items. Please inform us of any items in your home that require this type of attention. The cleaning crew will immediately notify the client of any accidental damage that occurs during each job. In the event that the client finds any damage in the home as a result of our cleaning service, we ask that you notify Spotless Clean within two (2) days after service. If notification is made past the two (2) day time period, Spotless Clean reserves the right to deny compensation.

14. For the safety of your children, we ask that they be supervised while our staff and equipment are present in your home.

15. Please secure all pets that are dangerous to our employees inside and outside of your house. Spotless Clean cannot be responsible for cleaning up after pets. We will not clean pet feces or urine.

16. Because our costs of doing business rise annually we reserve the option to adjust our cleaning fees on an annual basis. We give as much notice as possible whenever this happens. Please understand we take very seriously how any increases affect our customers and do so only when there is no other option.

We welcome and appreciate any suggestions that we may use to improve our service to you, our valued client. You can call, text or email us with any feedback or suggestions. We appreciate and value your business.