



CLIENT TERMS & CONDITIONS

Terms and Conditions are provided to ensure that our customers are informed about all of our policies and to prevent unexpected surprises to both the customer and our company.

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Payments for Services & Refunds

Payment for cleaning services is due in full at the time of service unless other arrangements have been made. A valid credit card/debit card can be on file in order to pay for your scheduled services. We currently utilize Square to secure and process your credit card information. If you will be paying by check or 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 in a visible area. 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.

We gladly accept payments in the following forms: Cash, Personal Check and Credit Cards. Please make checks out to _____. 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. There will be a \$75.00 fee, plus any court costs, attorney fees in addition to the balance due, for any account we must refer to collections. Carden Clean does not accept post dated checks.

Regular Clients- If paying by check or cash on a regular basis, please leave all payments for services on the kitchen counter. 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. After 24 hours we will do our best to correct an issue, but we cannot be responsible for areas of dissatisfaction after 24 hours as homes do get dirty after we leave.

Skipped Cleanings & 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 12 hours in advance or the night before. (See below)

If you need to cancel or reschedule your cleaning service, please do your best to give us at least 24 hours advance notice so that we can schedule other customers. Please consider our scheduling/preparations and that we are reserving a time slot for your cleaning. A fee of \$35 will be charged to all accounts that are not canceled/rescheduled at least 12 hours before your scheduled cleaning day. Appointments that are cancelled less than 12 hours before our arrival will be reviewed on a case-by-case basis, taking illness & emergencies into consideration.

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 _____ 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 _____ may have caused the need for repair or replacement.

Service Limitations

- a). We do not allow our crews to climb higher than a 2-step ladder.
- b). We do not allow our crews to move furniture over 15 lbs but will try to reach a visible place with an extension duster or vacuum extension.
- c). If an area in the home is considered or has the potential to be considered a biohazard, that area will not be cleaned. Some examples of areas that our Cleaning Professionals are trained to avoid are... (emptying/cleaning cat litter boxes, human/animal excrement, feces, urine, unknown chemicals, blood, vomit, other areas determined by Management, etc).
- d). We are a very responsible cleaning company and are extra careful not to break or damage anything while we clean. However, at time accidents can happen. (For this reason we have general liability coverage. Identical replacement is always attempted, but not guaranteed. We request that all irreplaceable items (whether sentimental or monetarily valuable) to be stored before our staff arrive to clean. Management must be notified within 24 hours of service if a client should find that something is damaged.
- e). We _____ will not be held responsible for damage of items due to improper installation. It is assumed that all surfaces and fixtures are sealed, properly maintained and ready to clean without causing harm.
- f). We strive to get rid of as much dust and dirt as possible. However, homes with excessive dust and dirt, in most cases, will have resettling immediately after the first cleaning. It may take several cleanings to alleviate the resettling of dust on surfaces to the point that it is not noticed immediately. Dust, pet hair and other light debris remain airborne for several minutes.
- g). Our team services many clients within different service areas.

**It is to the client's advantage to have the home picked up as much as possible. This will allow our staff to reach all required areas so that we can optimize your cleaning. We provide light straightening of the areas that we clean and do our best to leave an amazing environment. If such areas/surfaces are cluttered enough to cause significant delay at the time of cleaning, our team will clean around those areas and reach what they can.

Entry to Homes

There are three options to choose from in order to give our Cleaning Professionals access into a home.

- 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, the client must be home during their specific time

frame to let the cleaners in/out of the home. Timeframe will generally be about an hour. If no one is home when the cleaners arrive, we will attempt to call the client. If we cannot communicate with the client and gain access 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 secure location only available to Owner / Management.

3). If a client chooses to leave their door unlocked, place the key under the mat, or leave their house key in an unsecured place for the cleaners to gain entry, the client releases _____ from all liability that arises from damage made before or after the cleaners leave the premises. We are not responsible for any damage or theft as a result of keys, access codes or locks being unsecured or secured by the client at the location of the cleaning.

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

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

Digital Media

Pictures may be taken inside the client's home for reference, damage claims, training purposes or damage we notice before cleaning. Interior pictures will be for our reference only and will not be published publicly without consent. If we wish to use pictures of the interior of your home for purposes other than record keeping we will contact you directly before doing so. We do respect your right to privacy.

I, do hereby, by allowing _____ to perform services, agree to these Term & Conditions. I have also been provided a copy for my own records.

I consent and agree that _____, its employees, agents and persons associated with _____ have the right to take photographs for reference and record keeping inside my home.

I represent that I am at least 18 years of age, have read and understand the Terms & Conditions entirely and do agree to these Terms & Conditions.