



Fabulously Clean Terms and Conditions 1/2024

Fabulously Clean, LLC. Is a locally owned and operated business. Our employees are fully bonded, insured and professionally trained. We pay all federal, state, local taxes, Social Security, Medicare & Workman's Comp.

Getting your home ready:

- Please have your home picked up of toys, clothing, dishes, etc., before our arrival. Our cleaning technicians have a timetable they must adhere to in order to provide excellent service to all our clients, unless you have signed up for our Stress Free Cleaning.
- Notify all guests about our arrival and that we may need access to their space.
- Notify the office when you have guests or any unknown person in your home so that we won't be surprised if a stranger walks out of a room..
- Your home will be cleaned between the hours of 8:00 am – 5:00 pm on the scheduled cleaning day. We do not schedule set appointment times as part of our services, though we do try to stay within the 2-hour range given.

Preparing Children and Pets:

- For safety reasons, please see that children are supervised while we are cleaning your home.
- We love our animals, however, if they are aggressive, we ask that you have them crated, in a room that we are not cleaning or outside when we arrive. Fabulously Clean LLC and its staff reserves the right to leave the premises if a pet exhibits aggressive behavior and you will be charged the full price of your cleaning. Fabulously Clean LLC will not be held responsible for the behavior of any pet(s) while the cleaning service is being performed.

Accessing Your Home:

- Please ensure our staff has access to your home. The majority of our clients give us a garage code or leave a hide a key outside. To avoid a Lock Out Fee you are responsible to ensuring that we have access to your home
- **Garage Codes: we prefer having a garage code. Please be aware that in extreme cold sometimes the garage door keypad might not work. If this happens and your cleaning tech cannot get a hold of you for an alternate access point you will be charged 100% of your cleaning fee.**
- If you do not provide a garage code we do have Lock Boxes for purchase at cost. Your Cleaner would bring it on your first cleaning and you would be billed a 1 time fee of \$20.
- If Fabulously Clean is unable to access your home when we arrive, you will be charged a non – refundable fee of 100% of quoted cleaning price. This cost is to cover your cleaning techs lost wages plus the lock out fee to cover the time they waited for you.
- If you have an alarm system, you will need to give us the alarm code and written instructions on how to operate it and the code or turn off the alarm system before our arrival.

Estimate/Quotes:

- Estimates are given based on the information given by the client. Should we get to the house and the conditions are cleaner or dirtier than indicated we reserve the right to adjust the quote by the +/- on your quote form.
- Should we need more time than the +/- we will contact the client by phone or text to authorize the additional time.

Cleaning Notifications and Reminders:

- You will receive an email reminder 3 days prior to your cleaning and a text message 1 days before your cleaning.
- Should you not receive your notification we will still be there to clean for you on the scheduled day. f you would like more notice contact the office and we can make some changes

Client Portal

- Once you have scheduled your cleaning you will receive an email to your client portal. You can see your schedule, print invoices, delete but not change your notifications, add notifications, update your contact information,

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request extra work and change your credit card information and update your billing address. Scroll all the way down and you will see our contact information.

Contract Agreement

- Client agrees and maintains a weekly or bi-weekly cleaning schedule.
- We understand that, at times, you may need to move or skip a cleaning and we can accommodate a skip 2 times, if you only want to move the cleaning to a different day just let us know.
- If you cannot retain our services for a year after the discount has been given, then you will be responsible for the amount of the discount the time you end services.

Don't Skip...Modify your work order:

- Your cleaner is very important to us and depends on you to be able to pay their bills. When you skip your cleaning, they get paid less.
- **Going On Vacation?:** Instead of skipping consider having us do some deep clean work (hand wiping baseboards, doors/frames, kitchen and bathroom cabinets, or cleaning the inside of your fridge/oven, cleaning under all the sinks) There are so many things we can do to ensure that your cleaner gets paid
- **Sick?:** Its more important now than ever that we come in and clean your home. Just hang out in your room (or any room) and well will swap out that time with our TouchPoint Disinfecting Service.
- **Late Skip/Cancel Fee:** In the case that you cancel/skip with less than 2 **business days** you will be responsible for a 50% Skip/Cancel fee. This will go to cover the cleaning tech's lost wages. In the case that you cancel/skip with less than **1 business day** we will charge you a Skip Fee of 100% of your regular cleaning cost. There are no exceptions.
- If clients are absent from our schedule longer than 30 days, Fabulously Clean LLC reserves the right to charge by the hour for the first clean and to review your service rate.
- We are closed for New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after Thanksgiving and Christmas. Should your cleaning fall on any day we are closed we will reschedule your cleaning, we do not cancel cleanings.

Lock Out Policy

- In the event that we arrive within the scheduled arrival window and cannot get into your home and your cleaner has to wait for us to try to get ahold of you we will be charging an extra \$30. This will go to cover the time that your cleaner has had to wait. We will wait for 15 minutes only. You will also be charged for the full cost of the clean.

Paying for Services:

- We accept Visa/Mastercard, AMEX, and Discover. We do not accept cash or checks.
- **Payment is due at the time of cleaning.** Accounts will be considered overdue if payment is not made within 10 business days and will be assessed a 10% late fee. Accounts 60 past due will be sent to collections.
- All Initial Cleans will require a 50% deposit to secure a spot on our calendar. A full refund will be given with 5 business days' notice of cancellation. Less than 5 business days' notice and the deposit will be used to pay for the cleaning tech's lost wages.

Tipping:

- A tip is neither expected nor required. It is completely optional and at your discretion and cash is preferred.
- You will also have an option to add a tip when filling out our Quality Survey that will be emailed and/or texted to you.
- You can also add a permanent tip as a line item to your invoice. You just need to let us know.

In Case of Bad Weather:

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- Fabulously Clean LLC reserves the right to be closed for business when severe weather conditions. Also, if our office should remain open despite weather related school closings, for our employees' safety, they too reserve the right to work or not. We will make every effort possible to send another tech to perform your cleaning or reschedule your cleaning.
- It is the clients' responsibility to remove any snow (over 3 inches) and ice from driveway, walkway and entry. Should your cleaning tech show up to clean and they are unable to safely reach the home entry point the client will be charged 100% of the normal cleaning fee.

Protecting Your Valuables:

- To avoid accidental breakage, please secure valuables, fragile collectibles, and irreplaceable family heirlooms. We request you place these items in a cabinet or drawer, or we can make a note on your customized work order not to touch them.
- Fabulously Clean LLC takes great care while cleaning your home, but occasionally accidents do happen. In the event a breakage happens your cleaning tech will immediately inform the office and will leave a note informing you of the breakage. The office will follow up with a phone call and email to determine the best course of action to take for you.
- Fabulously Clean LLC is not responsible for breakage due to normal wear and tear, deterioration caused by age or weather, or damage caused by improper assembly, construction or mounting of an item (EX: blinds, pictures, fan blades, light fixtures, etc.)
- Clients must immediately notify the office of any broken or missing items. Whenever possible please include a picture of the item.
- Missing items: we take every precaution to ensure we employ only the best staff. In the event that something comes up missing please let us know immediately, report it to the police and respond to all inquiries by the police, Fabulously Clean LLC and our bonding company. Our Employee Dishonesty Bond will require you to file a police report and they will also do their own investigations. In the event you choose to not file a police report we do still have a process for an internal investigation however we will not guarantee replacement of missing item.

Scheduling Other Service Providers:

- Due to safety and security considerations, please do not schedule other home service providers when we are scheduled to clean if you are not present to supervise them. Fabulously Clean LLC will not let anyone into your home. We will not be responsible for any re-cleaning if another service provider is present when we clean your home.
- Client activities or the activities of other home service providers which result in a request to re-clean an area the tech has already cleaned will result in an additional fee.

Protecting Our Cleaning Technicians:

- Fabulously Clean LLC makes a significant investment in recruiting, training and retaining only the most qualified cleaning technicians. In consideration of this opportunity, each cleaning technician signs a non-compete agreement which prohibits him or her from working directly with our clients. By accepting our service, you agree neither to solicit, directly or indirectly, nor hire any current or former Fabulously Clean LLC cleaning technician without the expressed written consent of Fabulously Clean LLC and compensation of \$2500 to Fabulously Clean LLC for its loss.
- Fabulously Clean LLC cleaning technicians are unable to climb on ladders any higher than the three-step ladder they are issued to perform their work.
- Due to OSHA regulations, our staff will not handle any type of animal or human waste, this includes vomit, blood or body waste.
- Due to sanitary and hygiene cross-contamination issues, we are unable to clean in areas or homes with live infestations (maggots, fleas, roaches, bedbugs, etc) until mitigated.
- We will not remove excess mold and mildew outside of the shower.

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Rate Adjustments

- We monitor your cleaning charge for the first 3 visits and reserve the right to decrease/increase if necessary.
- We may need to adjust your cleaning fee when there are any major additions to your household. These could be, but aren't limited to, the addition of adults, children, pets & remodels.
- We perform a yearly price adjustment upon your anniversary by email. If no email is available, then price increase notification will be sent via the US Postal Service.
- In lieu of price increases the client may negotiate the cleaning work order. Notifications must be made 14 days before the next cleaning.

Termination of Service:

- Either party may terminate cleaning service within 4 business days. Any payment for above mentioned services owed by the customer shall be due and payable at the time of cancellation.
- Contract Agreement: When the client has accepted the conditions of the Contract Agreement and terminates their contract within the year time the amount of will be automatically charged to the card on file.
- Initial cleans will forfeit their deposit if canceling notice of 3 business days is not given.
- Effective 3/1/23 to cancel your cleaning you will need to fill out and return your Notice of Cancellation. If you contact us less than 4 business days in advance of your scheduled cleaning to permanently cancel your services, late Cancellation fees apply.

We Guarantee of Your Satisfaction:

- Our work is guaranteed; if you think any area that is in the scope of work is not clean or cleaned well, we will re-clean that area to your satisfaction by the end of the next day.
- Please call within 24 hours of your cleaning and we will return within one business day to re-clean the problem area. Request for re-clean lodged after 24 hours will result in a fee. We appreciate the opportunity to make things right in a timely manner.
- We are unable to guarantee the cleanliness of the home when using your products, supplies or equipment. You will also be required to fill out a Product and Equipment Waiver.
- Our guarantee does not include a refund when services have been rendered.

By hiring Fabulously Clean LLC you agree to be the party responsible for full payment, communication and complying with all policies, upholding this agreement and satisfaction guarantee procedures. Third party involvement is not recognized by Fabulously Clean LLC.