



## Fabulously Clean Terms and Conditions

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 and Workman's Comp.

### Getting your home ready

- Client agrees to have their home picked up of toys, clothing, dishes, etc., before the cleaning techs arrive, unless the client has signed up for our Stress Free Cleaning.
- Our cleaning technicians have a schedule they must adhere to in order to provide excellent service to all our clients, any additional requests need to be made prior to the date of the clients service.
- All guests in the client's home must be notified about our arrival and that we may need access to their space.
- The office must be notified if the client has guests or any unknown person in their home so that the techs won't be surprised if a stranger walks out of a room.
- The clients home will be cleaned between the hours of 8:00 am – 5:00 pm on the date of their scheduled cleaning. We do not schedule set appointment times as part of our services, we do try to stay within the 2-hour arrival time range given.

### Preparing Children and Pets

- For safety reasons, please see that children are supervised while the techs are cleaning your home.
- We love our animals, however, if they are aggressive, we ask that the client have them crated, in a room that the techs 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 the client will be charged the full price of their cleaning. Fabulously Clean LLC will not be held responsible for the behavior of any pet(s) while the cleaning service is being performed. The client is responsible for any medical costs as a result of any aggressive behavior from a pet.

### Accessing Your Home

- Please ensure the tech 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 the client is responsible for ensuring that the tech has access to their 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 the cleaning tech cannot get a hold of the client for an alternate access point the client will be charged 100% of their cleaning as a lock out fee.**
- If the client does not want to provide a garage code we do have lock boxes for purchase. The cleaning tech will bring it to the clients first cleaning and the client will be billed a 1 time fee

of \$30.

- If Fabulously Clean is unable to access your home, the client will be charged a non – refundable fee of 100% of quoted cleaning price. This cost is to cover the cleaning tech's lost wages plus the lock out fee to cover the time the cleaning tech waited for the client.
- If the client has an alarm system, the alarm code will need to be provided along with written instructions on how to operate it or turn off the alarm system before our arrival.

### Estimate/Quotes

- Estimates are given based on the information provided by the client. Should the tech get to the house and the conditions are cleaner or dirtier than indicated Fabulously Clean LLC reserves the right to adjust the quote.
- Should the tech need more time the office will contact the client by phone or text to authorize the additional time.
- If additional time is not authorized the client understands that the service that was originally quoted may not be fully completed.

### Cleaning Notifications and Reminders

- The client will receive an email reminder 3 days prior to their cleaning and a text message 1 days before their cleaning.
- Should the client not receive notifications the tech will still be there to clean for the client on the scheduled day. If the client would like notifications and aren't receiving them, it is the clients responsibility to reach out to the office.

### Client Portal

- Once the cleaning is scheduled the client will receive an email with a link to login to their client portal.
- Though the client portal, you can:
  - View your cleaning schedule
  - Print invoices
  - Manage notifications
  - Update your contact and billing information
  - Update your billing address (located at the bottom of the page, alongside our contact details)
- For requests regarding additional services (add-ons), clients are required to contact the office via text at least 5 days prior to the scheduled cleaning. This advance notice allows for any necessary adjustments to the schedule.

### Contract Agreement

- Client agrees to maintain a weekly, bi-weekly or monthly (every 4 weeks) cleaning schedule.
- Client agrees and understands **2 skips a year will be accommodated to the client without it affecting the price of the original quote if it is within 48 business hours of the date of the scheduled cleaning.**
- If the client would like to move their cleaning to a different day the request must be within the timeframe outlined in the Skip/Modify Work Order policy.
- The client will be offered a discounted rate for booking a year long service.
- If the client cannot retain services for a year after the discount has been given, then the client will be responsible for the amount of the discount at the time of ending services.

### Skip/Modify Work Order

- The cleaning technician and maintaining the clients home are very important to us. The techs depend on the client to be able to pay their bills, and we pride ourselves in the maintenance of the clients home. When scheduled cleans are skipped, the techs miss out on their pay and the maintenance of the clients home cannot be guaranteed.
- **Going On Vacation?** Instead of skipping, have the tech do some deep clean work (hand wiping baseboards, doors/frames, kitchen and bathroom cabinets, or cleaning the inside of the clients fridge/oven, cleaning under all the sinks) There are so many things the techs can do to ensure the clients home is well maintained throughout the year.
- **Sick?** We can reschedule without any additional charge.
- **Late Skip/Cancel Fee.** In the case that the client cancels/skips with less than **2 business days** the client understands that they will be responsible for a 50% Skip/Cancel fee. This will go to cover the cleaning tech's lost wages. In the case that the client cancels/skips with less than **1 business day** Fabulously Clean LLC reserves the right to charge the client a Skip Fee of 100% of the regular cleaning cost. There are no exceptions.
  - **We will accommodate 2 skips per year if notified more than 2 business days in advance without affecting your price.**
- If clients are absent from the schedule longer than 30 days, Fabulously Clean LLC reserves the right to charge by the hour for the first clean and to review and or modify the service rate to make necessary changes.
- Fabulously Clean LLC is closed for New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving and the day after Thanksgiving and Christmas. Should the scheduled cleaning fall on any day we are closed it will be rescheduled, we do not cancel cleanings.

### Lock Out Policy

- In the event that the tech arrives within the scheduled arrival window and cannot get into the client's home, and the tech has to wait for the office to try to get ahold of the client, we will be charging an extra \$30. This will go to cover the time that your cleaner has had to wait. The tech will wait for 15 minutes only, if the client is unable to be reached the client will be charged for the full service of the clean.

### Paying for Services

- We accept Visa/Mastercard, AMEX, Discover and ACH. 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.
- Client agrees that if the account is 30 days or more delinquent that cleaning services will cease until the account is paid in full.
- All Initial Cleans will require a 50% deposit to secure a spot on the 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 the client's discretion, cash is preferred.
- The client will also have an option to add a tip when filling out the Quality Survey that will be emailed and/or texted after service is completed.

- The client can also add a permanent tip as a line item to their invoice.

#### **Severe Weather Notice**

- Fabulously Clean LLC reserves the right to be closed for business in severe weather conditions.
- It is the client's responsibility to remove any snow (over 3 inches) and ice from driveway, walkway and entry. Should the 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 that the client place these items in a cabinet or drawer, or the office can make a note on the client's customized work order not to touch them.
- Fabulously Clean LLC takes great care while cleaning the clients home, but occasionally accidents do happen. In the event a breakage happens the cleaning tech will immediately inform the office and will leave a note informing the client of the breakage. The office will follow up with a phone call and email to determine the best course of action to take.
- 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 (Example: blinds, pictures, fan blades, light fixtures, etc.)
- Clients must immediately notify the office of any broken items. Whenever possible please include a picture of the item.
- Missing items: Fabulously Clean LLC takes every precaution to ensure that it employs only the best staff. In the event that something comes up missing please let the office 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 the client to file a police report and they will also do their own investigations. In the event you choose to not file a police report the office has a process for an internal investigation however we will not guarantee replacement of missing items.

#### **Scheduling Other Service Providers**

- We ask that the client not schedule other home service providers when the tech is scheduled to clean if the client will not be present to supervise them.
- Fabulously Clean LLC will not let anyone into the clients home.
- Fabulously Clean LLC will not be responsible for any recleaning if another service provider is present when the tech cleans the home.

#### **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.

### **Rate Adjustments**

- 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 and 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 2 business days of the next cleaning date. Any payment for 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 the client will receive a discount and agrees to retain service for a year with Fabulously Clean LLC. If the service is terminated within the year time the amount of the discount will be automatically charged to the card on file before finalizing the cancellation.
- Initial cleans will forfeit their deposit if not cancelling 5 business days prior to the scheduled cleaning date.

### **We Guarantee Your Satisfaction**

- Our work is guaranteed; if you think any area that is in the scope of work is not clean or cleaned well, the tech will re-clean that area to the clients satisfaction by the end of the next day.
- Please call within 2 business days of the scheduled cleaning and we will return within one business day to re-clean the problem area. We appreciate the opportunity to make things right in a timely manner.
- When using clients cleaning products, services, equipment we are unable to guarantee the cleanliness of the home. The client will 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 the client agrees 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.