Kelli's Custom Cleaning

Service Agreement

These terms of service are designed to help our clients understand the service they are purchasing.  These terms clarify and describe our guarantee,  exclusions and  cancellations. It also addresses potential problems, with the goal of avoiding misunderstandings. With your help, these issues can be averted to ensure a successful service for you in your home. These terms of service also define the responsibilities and liabilities of *Kelli's Custom Cleaning* and our customers.

Remember, we do NOT have a contract that commits you to a minimum number of cleanings!  We work to earn your continuing business with each and every cleaning.

By scheduling a one‐time or recurring service with *Kelli's Custom Cleaning*, you are agreeing to accept the following terms and conditions:

**General Limits, Conditions and Liability**

**100% Satisfaction Guarantee**

If you are not happy with any area we have cleaned, simply call the office within 24 hours and we will come back and re‐clean it free of charge.  The cleaning technicians must be allowed to come back into the home within the next 2 business days.

**Insurance, General Liability, Bonding & Tax Reporting**

We carry a $1,000,000 liability insurance policy and a $5,000 fidelity bond. In addition, we hereby attest to our customers that *Kelli's Custom Cleaning* collects and reports all employer‐required taxes for the cleaning technicians services to local, state and federal agencies, thus protecting you from IRS tax‐liability with respect to income the cleaning technicians receive.  All cleaning technicians are covered by State workers compensation insurance for any injuries occurring inside or outside of your home.

**Cleaning‐Day Home Preparation**

Your price for cleaning is based on the cleaning technicians focusing all of their time and energy on cleaning, not routine housekeeping. We ask that you take a few minutes the night before a scheduled service to “tidy up.” This will allow the cleaning technicians easy access to the areas/surfaces to be cleaned: floors, countertops, table tops, etc. If you’d like our cleaning technicians to tidy up for you, please call the Office (in advance) so your cleaning fee can be adjusted for the additional “cleaning preparation” time.

**Cleaning Supplies**

Our cleaning technicians bring the tools and products needed to thoroughly clean your home.  If you prefer to supply your own cleaning products or solvents we are not responsible for any damage associated with that product or solvent.

**Security Alarms**

Kelli's Custom Cleaning is not responsible for any charges from a local police department which is called out due to an activated alarm which we are not able to turn off.

**Pets “escaping” from the home**

Although we are very careful when entering your home, we cannot be responsible for pets that “escape” when our cleaning technicians are entering/exiting your home. If your pet will be “roaming free” during the clean, please let us know in advance, so the cleaning technicians can be on alert when they open doors.  Our cleaning technicians are trained to close doors as soon as they enter and exit your home and will not leave doors open for long periods.

**Pet Feces and Urine**

Our cleaning technicians cannot touch or pick up pet feces, including emptying litter‐boxes.  Urine stains on hardwood floors will be mopped by our cleaning technicians, but please understand that if urine has soaked into wood, the discoloration (stain) may not come out… a flooring specialist should be contacted.

**Dusting**

Our cleaning technicians take pride in dusting your home. Our tools and techniques allow us to remove most of your home’s dust in a reasonable amount of time and effort.

* **Settling Dust**: During the dusting process, some dust becomes airborne and will not settle until we have left.  This is more common in first time cleanings, and it may take several visits before settling dust becomes minimized.
* **Dusting Knick‐Knacks, Collectables, Stand‐up Picture Frames, and other small items:**We dust small items based on the size and the number of items on a shelf or flat surface like a mantel.  If there are 10 or fewer small items on a shelf we will hand dust them and the surface below and return the item to the shelf.  If there are more than 10 items per shelf we may dust the items where they sit and the surface around them.
* **Dusting height limits**:  We are not able to dust items on shelves or hung on a wall that are higher than a cleaning technician can reach standing on a 2 step stepladder.  We do use extension poles to high dust rooms but we will not high dust items that may tip over or that are hung high on the wall because we are not able to hold it with one hand in order to secure it while we dust.

**Showers and Tubs**

Showers and Tubs can accumulate lime, calcium and soap scum.  Our cleaning solutions work very well on cutting through these deposits, however sometimes it may take two to three visits before showers and tubs become free of these deposits.   Mold and mildew are organic and will grow deep into and behind grout or calk. Surface stains will be minimized by our cleaning products, but completely eliminating it may require the homeowner to have their shower re‐grouted or re‐caulked.

**Damage or Breakage**

Our cleaning technicians exercise reasonable care when cleaning your home.  We do carry insurance for damage or breakage caused by our cleaning technicians.  We are not liable for damage that is caused by “normal wear and tear", improper installation of an item in your home, or artwork, collectibles or family heirlooms valued over $100.  These items include but are not limited to the following examples:

* **Carpet & Rug Snags**: Carpet snags are the result of “exposed loops” caused by normal wear and tear, moving furniture, etc. which are snagged by a vacuum’s roller‐brush.  We use top-of-the-line Miele vacuums.  These vacuums are set to industry standards in order to limit snags while still providing a high quality vacuuming.
* **Broken Blinds**:  Customers should be aware that there are some inherent risks each time your blinds are cleaned.  Blinds will become brittle from daily exposure to the sun, and strings/chords will weaken over time resulting in breaks.
* **Improperly hung pictures/decorations/mirrors/fixtures:**If these items are securely/properly attached to the wall, they should not fall when the item is dusted/wiped.
* **Artwork, Collectibles, Family Heirlooms and valuables over $100:**These items are expensive or impossible to replace and so we will not take the risk of cleaning such items.  It is the customer’s responsibility to inform *Kelli's Custom Cleaning* of any such items existing or brought into the home after our initial setup, that fall into this category.
* **Use of Homeowner’s Vacuum**:  If you request our cleaning technicians to use your vacuum, we cannot assume or accept any liability for damage to the unit.  (Since we are not responsible for maintenance or training with the unit, we cannot be responsible for any repairs to it).

**Payment for Services**

Unless other arrangements have been made, payment is due at the end of the business day on the day our services are delivered.  Our preferred method of payment is electronically through the "Venmo", Cash" or "POPMoney" apps on your smart phone, and we are happy to help you get set up. You may also pay by leaving a check made out to *Kelli's Custom Cleaning*, or by leaving cash in an envelope marked *Kelli's Custom Cleaning* . If you must mail a check, postmark must be made same day to not be considered late.

* **Credit Cards**.  In order to keep our costs down, we do not accept credit cards.
* **Refunds**:  Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers.  If you are not happy, we will come back and re‐clean any areas free of charge according to our 100% Satisfaction Guarantee.
* **Service fee for returned checks**.  Checks returned for non‐payment, (insufficient funds, closed account, etc) will be charged a $25 returned check fee in addition to making good on the payment for services.

**Scheduled “Arrival Time” for cleanings**

When booking your service, we provide a window of time (usually 30 minutes) for the tech's arrival.  Actual arrival time may vary due to unforeseen circumstances (traffic jams, weather, the cleaning technicians needing extra time to finish cleaning a previous home, etc.)  If cleaning technicians are expected to be late by 30 minutes or more, we will call you. If we must wait to gain access to the home or wait until we can begin cleaning, you will be charged the regular rate for that time.

**Scheduled “Departure Time” for cleanings**

We do not require you to be present while we clean your house. In fact, we prefer to work while you and your family are away. *Kelli's Custom Cleaning* is bonded and insured against any problems associated with giving us access to your home. We are happy to lock up behind us and can provide you with one of our lockboxes to use so that you can securely leave us a key and we can securely lock up.  Please be aware we are not able to notify you via phone call, text, or email before we are going to be finished so that you can return and lock up.  If you choose to have us leave your door open, we will not be held liable for any damage or burglary to the home.  Similarly, if you leave the door unlocked for us to enter, we are not responsible for any burglary to the home.

**Lock‐Out Fee**

You are responsible for providing cleaning technicians access/entry to your home.  This can be a garage door code, or a key in a lockbox or other safe place. If our cleaning technicians cannot enter your home, you will be charged the full cost of estimated service.  *Kelli's Custom Cleaning* can provide you, for the duration of your cleaning services with us, with a lockbox in which you can leave your key for the cleaning technicians to gain access to your home.

**Scheduling Changes**

Please let us know as soon as possible if you need to reschedule or cancel a cleaning appointment.  Your cleaning technicians count on your business.  If you can provide us with at least 5 days’  advance notice of any scheduling changes, it gives us an opportunity to find another home for them to clean.  Last minute notifications make it nearly impossible to find your cleaning technicians work and can cause them financial hardship.

**Scheduling changes can result in the following:**

**PRICE CHANGES**
The price for your recurring service is based on Time Between Cleanings.  We have 3 recurring price categories:

* Weekly (Once a week)
* Bi‐Weekly (Every two weeks)
* Monthly

If you skip a cleaning or reschedule a cleaning, we reserve the right to bill the next cleaning at a higher rate. This is due to more time for build-up in between cleanings.

**CANCELLATION FEE CHARGED**

Life gets busy, and unexpected things happen. We understand. If you need to cancel or reschedule a cleaning, we ask that you give us several days notice, if at all possible.

* If you cancel within 24 hours of your scheduled cleaning, you may be charged the full amount.
* NO AVAILABILITY – It is our goal to meet every cleaning request, however cleaning dates do sell out.  The best way to reserve an alternative date is to contact ***Kelli's Custom Cleaning*** as soon as possible.

**Additional Fee (for additional time needed to clean your home)**

When purchasing our house cleaning service, you are purchasing reliable, well‐ trained, insured, trustworthy LABOR.  There may be an occasion where our cleaning technicians need more time to complete the specific cleaning program you purchased.  A few examples include:

* The condition of your home is different than was you represented when we established your Estimate.
* Excessive dirt/dust/stains resulting from remodeling/construction, post‐party cleanup, etc.

If a particular cleaning requires more than the allotted time to finish due to the situations above, we will attempt to contact the customer by phone before we start the job.  If we are unable to reach the customer by phone we will either work up to the allocation of time or not clean the home.  We will never charge you more for your cleaning without your permission.  If additional time is repeatedly needed, we would need to discuss a change in your regular fee.

**Gift Certificates**

We offer gift certificates which *never expire*.  However, we do not offer refunds on gift certificates.

**Quality Control and Inspections**

**Audits and Inspections**

*Kelli's Custom Cleaning* randomly inspects and audits our cleaning teams.  The inspector may inspect your home after a cleaning is completed and when the cleaning technicians have left, or during the final phase of cleaning or during the entire cleaning.

**We need your feedback**

Getting customer feedback is an important ingredient to a successful house cleaning service relationship.  Your feedback helps us monitor the performance of your cleaning technicians and deliver the highest quality cleaning experience. Feel free to text comments, happy encounters, and complaints.

**Pictures of before and after work**

For first time customers and one-time customers, our Quality Inspection will include taking before and after photos of our cleaning technicians’ work.  These pictures are used for training, proof of our work performance and promotion of our high quality standards. These pictures are most often used, but not limited to, Onetime Cleanings, Spring Cleans and Move‐In/Out cleanings. If you do not want pictures taken of work areas in your home please notify *Kelli's Custom Cleaning.*

**Safety and Work Conditions Temperature Settings**

During summer months, many of our customers turn their air conditioning off or set them to higher temperatures during the day, while they are at work.  On the day that your cleaning technicians arrive, we ask that you set the thermostat to, at the highest, 72, so your cleaning technicians can work in a safe environment without overheating.

For safety reasons, if our cleaning technicians arrive to a home that is warm and the air conditioning is turned off or not reduced to safe levels, our cleaning technicians are instructed to adjust the thermostat while they are in your home.   They will return the temperature to the previous setting before they leave.  We still ask that you to let the air conditioning run on the day of your service because it can take several hours to cool a home to safe levels.

During the winter, we request that the home is between 60 and 72 degrees.

**Non‐solicitation of Kelli's Custom Cleaning employees**

When entering into an agreement for services with *Kelli's Custom Cleaning* you agree not to solicit for hire any staff member introduced to you by *Kelli's Custom Cleaning* for any home‐related services.  We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. When hired, each cleaning technician signs an agreement barring them from performing any home‐related service for any of our past or present customers. However, if you do wish to employ a staff member directly please discuss this matter with the owner of *Kelli's Custom Cleaning* to make arrangements. If you are found to have solicited one of our staff without prior arrangements, please be advised that our referral/ training fee is $3,500 per hired employee. Payment is due within 30 days from the date on the invoice.  We consider our employees our most valuable asset and charge accordingly.

**Privacy Statement**

*Kelli's Custom Cleaning* is committed to protecting the privacy of customers.  We will not sell, exchange or otherwise distribute your personally identifiable information to outside parties.

**Cleaning Standard**

Depending on your cleaning schedule, these services will be performed one time, each time we clean, or on an agreed-upon rotating schedule.

Kitchen/Dining: High dust where ceiling meets wall, ceiling fans and light fixtures. Dust/wipe wall hangings [see Dusting, above]. Wipe counters, appliances, refrigerator door, dishwasher door and oven door. Clean inside of microwave and oven door glass. Clean kitchen sink and backsplash area, polish faucets, spot clean sink window and sill. Wipe range, including hood and knobs. Clean (one) sliding glass door. Wipe cabinet doors within arm's reach. Wipe table top, hutches and curio cabinets, spot clean table legs and chairs. Mop floor, spot clean baseboard, shake rugs. Wipe light switches and door knobs. Empty garbage, wipe outside of garbage can.

Kitchen/Dining Add-on Services: Clean inside of refrigerator, clean inside of oven, clean inside of cabinets (under the sink, etc), clean inside of hutches and curio cabinet, scrub range top, clean additional windows or sliding glass doors, wipe interior doors, wash inside of garbage cans, wax floors.

Bathrooms: High dust where ceiling meets wall, window sills, ceiling fans and light fixtures. Dust/wipe wall hangings [see Dusting, above]. Wipe counters and items on counters. Clean toilets, showers, tubs and sinks, polish faucets, mirrors and glass doors [see Showers and Tubs, above]. Wipe cabinet doors within arm's reach. Mop floor, spot clean baseboards, shake rugs. Wipe light switches and door knobs. Empty garbage, wipe outside of garbage can.

Bathroom Add-on Services: Clean inside of cabinets (under the sink, for example), wash windows, wash walls, wash inside of garbage cans.

Living Areas: High dust where ceiling meets wall, ceiling fans, light fixtures, window sills and blinds. Dust/wipe all wall hangings. Wipe all horizontal surfaces (shelves, bookcases, tables, curios, etc.), and items on those surfaces [see Dusting, above]. Wipe cabinet fronts and screens. Vacuum carpets and upholstery, shake rugs. Mop hard floors, spot clean baseboards and banisters.

Living Area Add-on Services: Wash windows inside and out (first floor only for outside washing, as we don't have scaffolding), wash walls, wash blinds, water plants, organize, clean carpets. Clean fireplace (must be cold).

Bedrooms: High dust where ceiling meets wall, ceiling fans, light fixtures, window sills and blinds. Dust/wipe wall hangings. Wipe horizontal surfaces (chest of drawers, shelves, bookcases, desks, etc.), and items on the surfaces [see Dusting, above]. Make beds. Vacuum carpets, shake rugs. Mop hard floors, spot clean baseboards.

Bedroom Add-on Services: Wash windows inside and out (first floor only outside, as we don't have scaffolding), wash walls, wash blinds, tidy/organize personal items, clean carpets.

Entryway/Foyer: High dust, dust/wipe all wall hangings, wipe all horizontal surfaces and items on the surfaces [see Dusting, above]. Wipe door handle, spot clean door, door window and small windows to each side of door. Vacuum carpets, shake rugs. Mop hard floors, spot clean baseboards.

Entryway Add-on Services: Wash inside and outside of door, wash walls, clean front and back porch.