

## **SERVICE AGREEMENT WITH CRIS & FRIENDS CLEANING SERVICE, LLC**

These terms of service are designed to help our clients understand the service they are purchasing. These terms clarify and describe our guarantee, exclusions, cancellations and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home. These Terms of Service define the responsibilities and liabilities of *Cris & Friends Cleaning Service, LLC* and our customers.

By scheduling an Initial Cleaning or recurring service with *Cris & Friends Cleaning Service, LLC*, you are agreeing to accept the following terms and conditions:

### **General Limits, Conditions and Liability**

**100% Satisfaction Guarantee:** Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, if you are not satisfied with our cleaning service for any reason, please contact us within 24 hours of your cleaning and we will arrange either a return to re-clean the area/areas you are dissatisfied with at no additional cost to you or another arrangement upon both parties agree.

**Insurance, General Liability, Bonding & Tax Reporting:** We carry a \$1,000,000 liability insurance policy. In addition, we hereby attest to our customers that *Cris & Friends Cleaning Service, LLC* reports all required taxes to local, state and federal agencies, protecting you from IRS tax-liability with respect to the income *Cris & Friends Cleaning Service, LLC* receives. All cleaners are covered by State workers compensation insurance for any injuries occurring inside or outside of your home.

### **New Clients Schedule:**

The initial quote is based by hour, with a minimum of 2 hours of work. It includes 2 professional cleaners and all ordinary brand cleaning supplies and equipment. To schedule the first cleaning with us we charge the equivalent of 1 hour work, which is deductible from the total amount.

Cancellation is acceptable prior to 48 hours from the schedule cleaning, and we refund the full deposit. After 48 hours, we charge \$75 to reschedule/cancellation or for no shows.

*Cris & Friends, LLC* also advises that an adult be at home during the first cleaning to guide the crew and to specify the exact areas to be cleaned.

**Pricing:** The price for your recurring service is based on time between cleanings.

- *New costumers* initial cleaning, *occasional* (six weeks or more since the last cleaning), and *monthly* (Every four weeks but no more than five weeks since the last cleaning) - hourly rate – minimum of 2 work hours
- *Weekly* (Once a week), and *bi-weekly* (Every two weeks): it may be a flat fee or hourly rate, based on the clients' needs.

**Payment for Services:** Payment is due at the end of the business day of the day our services are delivered. You may pay using your checking/savings account/credit card or the app Venmo. We will have

an agreement with each client about the best week to withdraw the money for those with weekly or bi-weekly cleanings, the monthly cleanings is charged no later than the next 2 business days post cleaning.

- **Withdrawn Checking/ Savings account.** No fee
- **Venmo Applicative:** No fee
- **Credit Cards.** If you choose to pay by credit card, there is a 3.8% charge incurred to process the charge. Which will be increase every time merchant Services increases.
- **Checks:** Should arrive within 5 business days of invoice due date, or after each cleaning. There is a \$5.00 fee charged, for each cleaning, if the check does not arrive in the office within 5 business days.
- **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.) have a \$35 returned check fee charge in addition to the regular cleaning cost.

**Additional Fee (for additional time needed to clean your home):** When purchasing our cleaner service, you are purchasing reliable, well- trained, insured, trustworthy LABOR. There may be an occasion where our cleaners need more time to complete the specific cleaning program you purchased. A few examples include:

- The condition of your home is different than what you represented when we established your Estimate (ex: new pets, additional cleaning areas, etc.).
- Excessive dirt/dust/stains resulting from remodeling/construction, post-party cleanup, etc.
- Construction: during construction or remodeling we are more than happy to work around the contractors, but we advise that the high standard cleaning usually performed may not be possible. After construction is finished if you notice that there is an unusual higher amount of dust, we suggest that the client hire a duct cleaning professional.

If any of these conditions happen, please contact us prior to next cleaning so we can arrange supervised visit to see if extra time is needed.

If a particular cleaning requires more than the allotted time to finish due to the situations above, and we have not been previously contacted, we will contact the customer by phone before the cleaners start the job. If we are unable to reach the customer, they will start the work, and if additional time was required the cost will be added to the invoice. If additional time is repeatedly needed, we need to discuss a change in your regular fee.

**Price Adjustment:** Cris & Friends Services have quoted your services based on your house needs and frequency of service. We will try to honor the price as long the economy let us. We will contact you by letter or e-mail if we need to increase the cost of your service for any reason as cost of living or any other changes mentioned before.

**Lock-Out:** You are responsible for providing the cleaners access/entry to your home. If our cleaners cannot enter your home, we charge the full cost of estimated service. *Cris & Friends Cleaning Service, LLC* do not advise to leave a key out without a lockbox, and is not responsible for anything that may

happen after the cleaning ends (if the key disappears, or someone uses with malice). If you provide us a key, please send us an e-mail to confirm that we possess the key, and it will serve as your receipt. If the access to your home is with a garage door code, please make sure that batteries are changed frequently to avoid mal functioning of the pad.

**Security Alarms:** *Cris & Friends Cleaning Service, LLC* is not responsible for any charges from a local police department which is called out due to an activated alarm if we are not able to turn off.

**Cleaning-Day Home Preparation:** Your price for cleaning is based on the cleaners 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 “pick up.” This allows them easy access to the areas/surfaces to be cleaned: floors, countertops, table tops, etc. and removing dirty dishes from kitchen sinks. If you’d like the cleaners to do extra tasks for you, please contact us in advance so we can clarify your needs, and adjust the timing fee.

**Pets in the home:** *Cris & Friends Cleaning Service, LLC* is a pet friendly company. However, for the safety of your pets, it is recommended to place them away from the areas being cleaned due to the use of cleaning chemicals that might harm or be life-threatening to pets. We gladly work around pets; but if you are aware that your pet might become anxious or present a safety concern to our cleaners, please let us know beforehand. In the case of an incidence where the pet becomes violent, *Cris & Friends Cleaning Service, LLC* reserves the right to remove its cleaners from your home or, if possible, isolate your pet in a room. If a cleaner is harmed and needs to leave your home prior to completion of the cleaning to seek medical assistance, or to be safe, *Cris & Friends Cleaning Service, LLC* will contact the customer to report the incident. We also charge the full cleaning cost plus the expense of any medical bills related to the incident.

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

Our cleaners do not move your pet, kennel or cage, and cannot touch or pick up pet feces, including emptying litter-boxes. Urine stains on hardwood floors will be mopped, but please understand that if urine has soaked into wood, the discoloration (stain) may not come out... a flooring specialist should be contacted.

**Cleaning Supplies:** Our cleaners 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 them.

**Dusting:** Our cleaners 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.
- **Dusting height limits:** We are not able to dust items on shelves or hung on a wall that are higher than a cleaner 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 hung on the wall because we are not able to hold it with one hand in order to secure it while we dust.
- **Large and heavy items:** For safety and liability reasons, *Cris & Friends Cleaning Service, LLC* do not allow our staff to lift or move heavy items or furniture over 35 lbs. These types of activities put our cleaners in danger of back injuries, it could even damage other items in your house, or even your flooring. If you would like us to clean behind refrigerators, stoves or sofas, please move it prior to your cleaning, or be present to move your items so our cleaners can perform the cleaning in the desired area.

**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 caulk. 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 cleaners exercise reasonable care when cleaning your home. We highly recommend delicate items and items of sentimental value to be maintained in protected areas as we can't guarantee repair or claims for antiques or rare items. In the event of damage, notify us within 48 hours from your cleaning appointment. *Cris & Friends Cleaning Service, LLC* requests that you are available to be contacted so we can get details of your claim and in some case to schedule a visit so we can evaluate the situation. *Cris & Friends Cleaning Service, LLC* reserves the right to contract suitable Professionals to repair damages. *Cris & Friends Cleaning Service, LLC* will make payment arrangements directly to its contractors to settle any damage repair. In case we can't have a specific contractor with an availability of schedule we will open a claim with our Insurance. We are not liable for damage that is caused by "normal wear and tear", improper installation of an item in your home, or artwork, collectables or family heirlooms and not disclosed to us in writing.

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. The 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 become brittle from daily exposure to the sun, and strings/chords 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, Collectables, Family Heirlooms:** These items are expensive or impossible to replace and so we will not take the risk of cleaning such items. During our initial cleaning we ask our customers if any of these items are in the home so we can avoid cleaning them. It is the customer's responsibility to inform *Cris & Friends Cleaning Service, LLC* of any new items brought into the home, after our initial setup, that fall into this category.

- **Use of Homeowner's Vacuum:** If you request our cleaners to use your vacuum, we do not assume or accept any liability for damage to the unit. (Since we are not responsible for maintenance or training with the unit, we are not responsible for any repairs to it).
- **Walls:** The crew may clean a few dirty spots on walls that are painted with semi-gloss, gloss, or satin paint, but we do not recommend cleaning walls that have flat paint because they usually get some sort of damage when scrubbed. Therefore, we do not offer this type of job because of liability purposes.

**Scheduled "Arrival Time" for cleanings:** When booking your service, we provide an estimated arrival-time when the cleaners will arrive at your home. Actual arrival time may vary due to unforeseen circumstances (traffic jams, weather, the cleaners needing extra time to finish cleaning a previous home, etc.). Feel free to contact us if they are 30 minutes late, or if by unforeseen circumstances they cannot go to your house, we will contact you.

**Scheduling Changes:** We request cancellation or rescheduling to be made by text message or email. Please let us know as soon as possible if you need to reschedule or cancel a cleaning appointment. Even though, we work around every request, we need enough notice in order to maintain our routes and schedule, to provide jobs to our cleaners, and also in respect to our other clients' schedule.

- *Weekly (Once a week) and Bi-Weekly (Every two weeks):*

You may have 3 (three) free "Advance notice cancellations" in any given calendar year. The calendar year starts on January 1<sup>st</sup> and it goes till December 31<sup>st</sup> of any given year. Free cancellation is provided for those who contact us by 10 am of the day prior to the cleaning, not including weekends.

After you use your 3 (three) free allowances, we assess the following fees:

- 0-24 hours' notice: full cost of anticipated cleaning.
- 24-48 hours' notice before scheduled cleaning: 50% of cleaning cost.
- 48 hours or more notice, no fee. If within 3 free cancellations.
- 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 *Cris & Friends Cleaning Service, LLC* as soon as possible.
- The 3 (three) free cancellations does not apply for Lock-out.

- *Monthly (Every four weeks but no more than five weeks since the last cleaning):*

Monthly service is scheduled every 4-5 weeks, depending on the month, and can be in different days of the week due to available routes and schedule. The monthly clients are charged hourly if the last cleaning has occurred more than 5 weeks ago, and the cancellation fee follows the fees described above for weekly and bi-weekly cleanings.

**Weather:** *Cris & Friends Cleaning Service, LLC* reserves the right to cancel, and/or reschedule your service in case of weather conditions don't allow safe driving to and from your area. We try our best to include those houses in the schedule as soon as the weather permits. Also, if the cleaning did not happen because of bad weather (snow storm), we do not count as part of the three allowed cancellations.

**Illness:** If you or anyone in your family has a contagious illness, please be mindful and call to reschedule your cleaning after you recover. We hope you or your family member feels better. See cancellation policy for details.

*Cris & Friends Cleaning Service, LLC* is a reliable company and the work is performed by humans, therefore they may also get sick. For this reason we do our best to accommodate the cleaning schedule within our crews. In the case this is not possible, we reserve the right to reschedule the cleaning, and we will contact the customer as soon as possible.

**Non-solicitation of *Cris & Friends Cleaning Service, LLC* employees:** *Cris & Friends Cleaning Service, LLC*. Invests heavily in training methods to find quality employees. Hiring our current or former employee, within a 2 year period prior to such employment, and/or accepting side propositions makes you liable of an employment referral fee of \$5,000.00. By using our service, you agree to notify us of any attempts to solicit or accept illegal business, otherwise; attorney, legal, and miscellaneous expenses incurred to investigate and/or collect this fee will be added if employment is discovered. Exchanging contact info is also considered part of this breach. Unless complying with all laws; direct, unreported or improper employment practices are highly illegal. You acknowledge being informed that *Cris & Friends Cleaning Service, LLC*. Please notify us of any of your service needs, as we offer other services including prior and after party clean up and party servers.

**Tipping:** *Cris & Friends Services, LLC* never requires tipping, but it is a powerful way to say thank you to your service provider. Your appreciation doesn't need be monetary. A personal note from you expressing your appreciation for our service can mean a great deal. If you would like to tip our cleaners you can either tip them directly or for your convenience you can add the amount you desire on your cleaning payment. We will be adding the tip to our cleaners' pay check on their following pay period.

**Holidays/Staff vacations:** *Cris & Friends Cleaning Service, LLC* honors the following national holidays: Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving day, Christmas day and New Year's Day. The day after Thanksgiving and the week between Christmas and New Year, we may have our regular schedules depending on the client's request. We appreciate an advance notice if any cancellation will be made during this dates.

**Holiday tipping:** *Cris & Friends Cleaning Service, LLC* has four cleaners working at this moment. Again, we never require tipping our cleaners, but it is a nice gesture to say thanks to them on Holiday Season. Most of you had both crews working in your house throughout the year. If you desire to tip your crew at the end of the year, please think closely if you have just seemed only one crew in your house. If you are not sure, please contact *Cris & Friends Cleaning Service, LLC* to make arrangement to add the tip on your cleaning payment and we will divide the amount evenly between the 4 cleaners so we are fairly for everyone.

**Referral:** To show our appreciation towards our clients *Cris & Friends Cleaning Service, LLC* gives a gift card if the person referred by the client signs up for a regular cleaning service (weekly, bi-weekly or monthly). We will mail the gift cards after three regular cleaning schedule have been completed.

**Complete services cancellation:** Although *Cris & Friends Cleaning Service, LLC* does not require a contract. We work to earn your continuing business with each and every cleaning. We appreciate your consideration and ask you to give us a 4-week cancellation notice. The cleaning schedule continues on a regular basis during these 4 weeks until completely cancelled.

*Cris & Friends Cleaning Service, LLC* might completely stop serving your area due to available routes or schedule conflicts. We regret having to proceed in this direction, but we are a “for Profit” company and there might be unforeseen circumstances that are out of our control. We will notify of any cancellations from our part 4 weeks in advance, so you can search for another service provider. In case of discontinuation of agreement, the information will be properly destroyed.

### **Quality Control and Inspections:**

**We need your feedback:** Getting customer feedback is an important ingredient to a successful service relationship. Your feedback helps us monitor the performance of your cleaners and deliver the highest quality cleaning experience in the industry.

**Pictures of before and after work:** If there is a necessity for pictures to be taken we contact the customer to ask for permission. *Cris & Friends Cleaning Service, LLC* cleaners are trained to take pictures of any object that was found damaged prior to cleaning, or if an accident happens and there is damage involved.

**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 cleaners arrive, we ask that you set the thermostat to, at the highest, 72, so your cleaners can work in a safe environment without overheating.

For safety reasons, if our cleaners arrive to a home that is warm and the air conditioning is turned off or not reduced to safe levels, our cleaners 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 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.

### **Privacy Statement**

*Cris & Friends Cleaning Service, LLC* is committed to protecting the privacy of customers. We do not sell, exchange, or otherwise distribute your personally identifiable information to outside parties.