

Customer Service Agreement

- 1 There is no term to this agreement and the client or Housekeeping Maid Easy (HME). You may cancel your service at any time. HME also reserves the right to cancel your service at any time.
- 1 We will provide the most professional cleaning service where all the employees are bonded and insured and have been thoroughly trained in the proper use of all our products and equipment.
- 1 We will provide all cleaning supplies, vacuums, and equipment. Should you wish for us to use one of your products, upon approval by our office, a MSDS (required by OSHA) would need to be provided. If you request your supplies or equipment, including vacuum cleaners, you agree not to hold HME or any of its personnel responsible for damage to any article or component.
- 1 We guarantee our employees will not smoke, drink, eat, watch TV, have personal phone or text conversations, or listen to the radio in the homes they are cleaning.
- 1 We will arrive on the day scheduled as requested and agreed upon; however, HME reserves the right to close our office at any time, due to inclement weather.

OUR GUARANTEE TO YOU

100% Satisfaction Guaranteed! If for some reason something does not meet your approval please inform our office within 24 hours and we will make arrangements to have the problems corrected within 24 hours, but not during the evening hours, at no additional charge, or on the Monday following a Friday cleaning. HME will only guarantee work that was completed and paid for by the client.

QUALITY OF CLEANING

Each team is lead by a team leader who is responsible for ensuring everything is done to your satisfaction. We also employ quality assurance staff. They will perform periodic checks when the teams are cleaning. Each team member also signs off on the rotation sheet or note card before they leave. Monthly comment cards are left for you to fill out and send in to let your cleaning team know how they are doing, we will also follow up to ensure you are satisfied with your cleaning. Quality is our #1 priority!

SECURITY/ ENTRY

Most customers give us a code to the garage or keypad entry, but other methods of entry can be agreed upon. If a key is given to us, it will be stored in a lock box at our office when not near your cleaning day, and then given to your cleaner when approaching your cleaning so they will have it for entry on your cleaning day. They then return it to us to store at the office after your cleaning is completed. Security is a major concern at HME. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. For safety reasons, please don't rely on our staff to let in workmen during the time we are in your home.

PAYMENT

Payment is expected at the time of cleaning. We use a cashless payment system and only accept Visa, MasterCard, Discover, and American Express credit cards, or Debit cards. Credit card or Debit card information is required at the time of scheduling to actually hold the booking. A hold is placed on the card for the funds until the payment is made.

JOB START/END TIMES

All start times are estimations and include a two hour arrival window connected to that time. For hourly jobs, we charge from the time we arrive on the job, which includes unloading of our supplies and equipment from our vehicle, to the time we have finished cleaning, including the loading of supplies back into our vehicle.

CLEANING FEE INCREASES

HME reserves the right to reevaluate rates at any time based on the time it is taking to perform our service to meet the Client's standards. We adjust flat recurring rates approximately every 12-18 months to increase with inflation, typically 3 %, and mail out letters letting you know what the adjusted rate will be and by what date. When starting a new customer, we typically monitor the actual cleaning time for the first two months to make sure the actual cleaning time is in sync with the time associated with the flat rate. We will contact you to discuss possible price or service revisions if the cleaning time differs drastically from the original bid.

SKIPPED OR MISSED CLEANING VISITS

Our charges are based on the type of visits that you schedule. Weekly rates are for weekly cleanings, biweekly rates for biweekly cleanings. If you skip a cleaning, you will be charged the rate for the next frequency of the visit. For example, if you pay \$110 for a weekly visit and skip a cleaning and the next visit is in two weeks, we would consider that a bi-weekly cleaning and charge that cleaning at the biweekly rate. If you skip a monthly visit, the next visit will be charged at our hourly rate for the time it takes to complete the job to your standards. When back on your normal cycle, your normal rate resumes.

LATE CANCELLATIONS/ LOCKOUT FEES

We understand schedules change. We ask that you contact us no later than noon the day before your scheduled cleaning to cancel or reschedule. Cancellations later than noon the day before are subject to a \$70 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key. For Monday cleanings, please call our office by noon of the preceding Friday. Please keep in mind that each day's cleanings are scheduled the afternoon before and that if you cancel later than noon the day before a scheduled cleaning, that your cleaning team may not have a full day's work. If request a reschedule we may not be able to accommodate your request with the same cleaning team you are accustomed to. If you wish to cancel or change your service by mail or email, please do so one week in advance.

SICKNESS

If someone in your home is sick (contagious) please contact our office to reschedule your cleaning for another day.

EXTRA REQUESTS

Please call us in advance for special requests (i.e. after construction, refrigerator cleaning, inside of oven, inside windows, the basement, garage, extra rooms) so we can schedule the time needed to complete these items. Extra charges will apply. We will try to estimate for you on the phone but in some cases, we may have to charge by the hour depending on the task.

ACCIDENTS/DAMAGE

While we make every effort not to break or damage items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this reason we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. HME must be notified within 48 hours of service if damage is discovered. Our personnel are instructed to call our office once ANYTHING is damaged and to leave a note to you advising you of the incident. We reserve the option of repair or replacement before a monetary settlement. HME is not responsible for damage due to faulty and/or improper installation of items, or for maintenance of your home (normal wear and tear that comes with age and use). Please inform us if any items in your home are broken or improperly installed such as; blinds, tiles, curtain rods, loose carpet etc. All surfaces (marble, granite, etc.) are assumed sealed and ready to clean without causing harm. HME takes responsibility for breakage or damage caused by our staff, not to exceed \$500.00, or your homeowner's insurance policy deductible.

CLUTTER/HOUSE PREP

It would be appreciated if items were picked up off the floor and dressers and counters were not piled with too much clutter before we arrive. This allows the cleaning staff to clean more thoroughly. Please secure cash, jewelry and other small valuables. We do not wash dishes; however, if the dishwasher is unloaded we would be happy to place any dirty dishes in the dishwasher. If we are taking out trash, please make sure to wrap up used feminine products in tissue paper. In the summer months it would be appreciated if you would set your air conditioner at an appropriate temperature. In the winter months we appreciate cleared sidewalks and driveways so the staff is able to gain access to your home. If for some reason you do not want a particular room cleaned, please just leave a note for the staff and we will honor that request.

PETS AND PLANTS

Pets are not a problem. We do need to know if you have them and we would like to have the names for reference. Also, if a pet is aggressive we ask that you secure them while we are cleaning your home. If they are friendly we will be happy to clean around them although we can provide the most thorough cleaning if they are secured. Our teams are instructed not to enter a house if they believe an animal is a threat. Please remember that pets may behave differently if a family member is not present. Due to the individual care that plants require, we are not able to maintain them.

ITEMS THAT WE WILL NOT CLEAN/CANNOT DO

We have instructed our staff to leave certain items untouched, such as items or areas containing any body fluids or excretions and litter boxes. If your pet has an accident or vomits, it will be your responsibility to clean it up, our teams are advised to clean around these areas. Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your home. If ants, termites, roaches, fleas, etc., are encountered, we will not clean or vacuum the area. We will leave you a note, or call you regarding the problem. If you have other items you prefer not cleaned or handled, please call the office and we will arrange to avoid those items. Our employees can not climb higher than a step stool, work on the outside of your home, move furniture that contains electronics, lift any objects over 20 pounds, prepare meals, or provide any pet or children-related services, or empty diaper pails.

HIRING OF HME STAFF

All of our employees have signed a Non-Compete agreement with HME. They are prohibited from soliciting business from any client on his/her own behalf or on behalf of any third party during their employment with HME or for 2 years following termination of employment, without written approval from HME and a possible placement fee of \$1,000.00. You agree not to hire past or present employees of HME for a period of not less than 2 years from the date the employee last worked for HME. A great deal of time and resources are put into hiring our staff. In the event you feel you must hire an employee of HME in spite of this agreement, then a minimum of **\$2500.00 placement fee** (this fee is based upon a typical once or every other week client's yearly revenue—more frequent service would increase this rate accordingly) is due immediately upon employment of the past/present employee, regardless of whether the employment is regular or on a contract basis.

GRATUITY

Although gratuity is not expected or required, the team members certainly welcome it! A great way to show the team your appreciation is with gratuity. The amount of gratuity is split equally among the members of the team. You may leave a cash gratuity for the team (preferred method) or add the gratuity to your payment by specifying the amount on the check.

WEATHER

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home and cancel that day's service. When this occurs, we will try to reschedule. Please assist us with your understanding in rescheduling.

HOLIDAYS

We do not provide service on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. We will contact you approximately one month ahead of time to arrange an alternate day for that week if your cleaning day falls on a holiday. During those weeks our schedule is very full; you may wish to contact our office 6-8 weeks ahead of time to reschedule your cleaning.

CUSTOMER REFERRAL PROGRAM

Every time you refer a new client to us who uses our services, you receive \$25 credit towards your next cleaning service to be applied after HME has completed your friend's first cleaning. Your friends will also receive a \$25 discount off of their third scheduled house cleaning service. To qualify for the referral bonus, you must have used our services within the past 6 months of the referral and your friend(s) may not have used HME within the past 6 months. Your friends are limited to one discount per cleaning, but you can combine yours.