

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 prefer we use 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, 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. If your cleaning is on a Friday or weekend, we would return the following Monday. HME will only guarantee work that was completed and paid for by the client, and when we are notified in a timely manner. If you don't notify us in the timely manner as requested it will not be possible for us to verify the problem was left by our staff and not a result of days of living/activity going on in the home.

QUALITY OF CLEANING

We clean as solo cleaners, as believe this is the best way to ensure everything is cleaned with the highest level of accountability and quality. We also employ quality assurance staff. They will perform periodic checks when staff are cleaning. We auto email you after every cleaning, asking for your feedback, which we carefully review, so please respond to let us and your cleaning technician know how they are doing. We will also follow up to ensure you are satisfied with your cleaning. Consistently satisfied customers is our #1 priority!

SECURITY/ ENTRY

We require a keyless entry; a garage code, door code, or a code to a realtor style lock box where the key is stored, or are home to let us in. Please let us know how we will gain entry to your home. We do NOT keep keys. If you need a lockbox you can purchase one from us for \$25.00. 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 only accept credit cards or debit cards for payments and automatic payment will be set up with either of these for recurring services. For one time cleanings or on call cleanings a hold may be placed on the card at the time of booking or several days in advance of the cleaning. We do not accept checks or cash.

JOB START/END TIMES

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 offer flat rates for recurring services or we can be hired by the hour. We review rates approximately every 12-18 months to adjust prices to reflect increases in inflation and the cost of doing business or whenever a service change is requested.

SKIPPED OR MISSED CLEANING VISITS

Our flat rate 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 48 hours before your scheduled cleaning to cancel or reschedule. Cancellations after that time frame will result in a \$70 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to provide a code to enter and we cannot gain access on your scheduled cleaning day. If you request a reschedule we may not be able to accommodate your request with the same cleaning team you are accustomed to.

During the Covid-19 Crisis we will be waiving all late cancellations due to late cancels due to Covid-19; clients needing to cancel due to exhibiting any flu-like symptoms. We are happy to reschedule when it is safe to re-enter your home.

SICKNESS

As stated above, if someone in your home is sick or exhibits any Covid-19 symptoms, please contact our office immediately to reschedule your cleaning for another day, even if the morning of, as there will be no late cancellation fees, etc. Your home will be rescheduled when safe and convenient for you.

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 or levels) 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 most cases, we may have to charge by the hour, for extra time, 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, not to exceed \$500.00.

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 secretions 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 placement fee of \$5,000.00. 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 a **\$5,000.00 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 required, the team members certainly welcome it! A great way to show your cleaning technician your appreciation is with gratuity. Leaving a cash tip is preferred by cleaners or you can add the gratuity to your credit card payment by specifying the amount in the tip section. Tips can be set up to run with credit cards on a one time basis or on a recurring basis, and can be added to cleanings after the fact too.

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 (sometimes the Eve). 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 a \$50 credit towards your next cleaning service to be applied after HME has completed your friend's first cleaning. Your friends will also receive a \$50 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.