



CUSTOMER SERVICE AGREEMENT

GENERAL TERMS

- There is no fixed term to this agreement. You may cancel your service at any time, and Housekeeping Maid Easy (HME) reserves the right to cancel your service at any time as well.
- Our employees are bonded, insured, and thoroughly trained in the proper use of all products and equipment. We are committed to providing professional, high-quality cleaning services.
- HME provides all cleaning supplies, vacuums, and equipment. If you would like us to use your products or equipment, please contact our office for approval and provide a Safety Data Sheet (SDS) as required by OSHA. If you request the use of your own supplies or equipment (including vacuums), you agree not to hold HME or its employees responsible for any resulting damage.
- Our employees will not smoke, drink, eat, watch TV, use personal phones, have personal phone or text conversations or play audio out loud while cleaning your home.
- We will arrive on your scheduled day; however, HME reserves the right to close the office due to inclement weather if necessary.

OUR GUARANTEE TO YOU

100% Satisfaction Guaranteed! If anything does not meet your expectations, please notify our office within 24 hours. We will return within the next business day (or Monday if your cleaning was on a Friday/weekend) to correct the issue at no additional cost.

To help us verify and document concerns, please include photos or videos of the unsatisfactory areas when reporting. Reports received after 24 hours may not be eligible for our guarantee, as we cannot confirm whether the issue occurred after our service.

QUALITY OF CLEANING

- We use solo cleaners for maximum accountability and quality. Exceptions may occur for: one time jobs, Move In/Out, Deep Cleans where we may send more than one cleaner.
- Our Quality Assurance staff conduct periodic inspections during cleanings.
- After every cleaning, you will receive an automated email requesting feedback—please reply so we know how we are doing.
- Consistently satisfied customers are our #1 priority!

SECURITY & ENTRY

- We require a keyless entry method (garage code, door code, or lockbox with a key). We do **not** keep keys on file.
- If you need a lockbox, you may purchase one from us for \$50.
- For safety, our cleaners lock the door while cleaning and do not allow access to unknown persons. Please do not rely on our staff to let in contractors or other workers.

PAYMENT Payment is expected at the time of cleaning. We accept credit cards or debit cards **only**. Automatic payments are set up for recurring services. For one-time cleanings or on-call cleanings, a hold will be placed on the card at the time of booking or several days in advance of the cleaning.



JOB START/END TIMES

For hourly jobs, charges begin when we arrive (including unloading supplies) and end after we finish cleaning and reload supplies.

CLEANING FEE INCREASES

We review rates every 12–18 months or when service changes occur. Flat rates are based on your cleaning frequency. If your home's needs change, rates may be adjusted to reflect the time required.

SKIPPED OR MISSED CLEANINGS

Our flat rates are based on your chosen frequency:

- **Weekly clients:** If you skip a visit, your next cleaning will be billed at the biweekly rate.
- **Biweekly clients:** If you skip, your next cleaning will be billed at the monthly rate.
- **Monthly clients:** If you skip, your next cleaning will be billed hourly to bring your home back to standard. Once your normal schedule resumes, your flat rate will resume.

LATE CANCELLATIONS & LOCKOUT FEES

We completely understand that plans can change. If you need to cancel or reschedule, please contact us **at least 48 hours before your scheduled cleaning**—there is **no charge** for changes made with 48+ hours' notice.

If less than 48 hours' notice is given, the following fees apply:

- **24–48 hours' notice: \$100 late cancellation fee.**
- **Same-day cancellations or lockouts:** If we cannot gain access to your home (including when no code was provided or entry is otherwise unavailable), the **full cost of the scheduled cleaning** will be charged.
- **If you reschedule instead of canceling:** The fee will be reduced to **50% of the cleaning cost**, with a **\$100 minimum**.

Please note: if you reschedule, we may not be able to guarantee the same cleaning team you normally receive.

EXTRA REQUESTS

Please call ahead for special tasks (post-remodel cleanup, refrigerator or oven interiors, interior windows, basements, garages, etc.). Additional charges apply and may be billed hourly.



GENERAL ILLNESS & HEALTH SAFETY POLICY

The health and well-being of your family and our team are very important to us. To keep everyone safe, we ask that you contact our office **before your scheduled cleaning** if anyone in your home:

- Is sick with a contagious illness (such as the flu, COVID-19, RSV, or similar)
- Has a fever, cough, sore throat, vomiting, or other symptoms of illness
- Has recently been exposed to someone who is ill

If this happens, we will gladly **reschedule your cleaning at no charge** for a later date when everyone is feeling better.

During your cleaning:

- Please stay in another area or room while our technician works, or maintain a **6-foot distance** if you need to be nearby.
- You are always welcome to step outside, run errands, or relax in another space while we clean.

Our employees complete a daily wellness check and stay home if they are not feeling well. Masks are optional, but we are happy to wear them upon request—just let us know ahead of time.

Thank you for helping us maintain a healthy and respectful environment for everyone.

ACCIDENTS & DAMAGE

While we take great care in your home, accidents can happen. Please store fragile or irreplaceable items safely. If they must be left out, notify us where they are so we **do not** clean them as we will not take responsibility for irreplaceable sentimental items or fine collectibles. Notify us within 48 hours if damage occurs. Our liability is limited to \$500 or your homeowner's insurance deductible (whichever is lower). We also reserve the option of repair or replace before a monetary settlement.

HME is not responsible for damage due to faulty installation, normal wear and tear, or unreported pre-existing damage (loose blinds, tiles, etc.). All surfaces are assumed to be properly installed, sealed and safe to clean.

HOME PREPARATION Instructions:

To allow our cleaners to work efficiently:

- Pick up items from floors, dressers, and counters.
- Secure cash, jewelry, and other valuables.
- We do not wash dishes, but if your dishwasher is empty, we will load "morning" dishes, unless excessive, in which case we will stack for you and work around.
- Please wrap and dispose of feminine products before trash removal.
- Provide safe access (cleared sidewalks/driveways in winter).
- During summer months, ensure your air conditioning is set to a comfortable and appropriate temperature.
- Leave a note for any rooms you wish to exclude from cleaning, but note that the price doesn't change if a room is not prepped or excluded for that day.

PETS & PLANTS

- We love friendly pets! Inform us of any pets and their names.
- Aggressive pets must be secured.
- Our cleaners will not enter if they feel unsafe.
- We cannot care for plants as part of our cleaning service.

ITEMS WE DO NOT CLEAN

Our cleaners are instructed not to handle:

- Body fluids, litter boxes, or pet accidents.
- Areas with insect infestations.
- Tasks requiring climbing higher than our two-tiered step stool, moving heavy furniture, or lifting over 20 lbs.
- Exterior work, meal prep, childcare, or diaper pail disposal.

WEATHER

If travel is unsafe due to severe weather, we may cancel and work with you to reschedule.

HOLIDAYS

We do not clean on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, or Christmas. We will contact you in advance to reschedule your cleaning if it falls on a holiday.

SURVEILLANCE & PRIVACY

Security cameras are welcome for safety, but please be aware of our expectations surrounding their use, which helps protect the privacy and comfort of both the Customer and the Company's employees.

1. Customers must disclose the presence and general location of any active video or audio recording devices, including doorbell cameras, nanny cams, or any in-home surveillance systems, before services are performed.
2. No hidden or undisclosed cameras are present in any area where an employee may have a reasonable expectation of privacy (such as bathrooms, or changing areas).
3. Audio recording employees without their prior consent is prohibited under Indiana law.
4. Any video footage or images that include Company employees:
 - May be used **only for personal home security purposes**;
 - **May not** be published, posted, or shared publicly or online without the Company's written permission;
 - **May not** be altered or used in any way that could harm or defame the Company or its employees.
5. The Client agrees to delete or secure any recordings involving employees once they are no longer needed for legitimate purposes.
6. The Client understands that violation of this policy may result in suspension or termination of cleaning services.



GRATUITY

Tipping is never required but always appreciated. Our pricing is carefully structured to fully support our employees with strong base pay and comprehensive benefits, so you should never feel obligated to tip. If you would like to leave a gratuity as a gesture of appreciation, you may do so with cash or by adding it to your credit card—either as a one-time or recurring amount. All gratuities go directly to your cleaning professional.

CUSTOMER REFERRAL PROGRAM

Refer a new client and receive a **\$50 credit** after their first cleaning. Your friend will receive **\$50 off their third cleaning**.

NON-SOLICITATION AND HIRING OF HME STAFF

Our team members are the heart of Housekeeping Maid Easy (HME), and we invest a great deal of time and care in recruiting, training, and supporting them. To protect this investment, all HME employees have signed a Non-Compete Agreement. This means they may not provide cleaning services—independently or through another company—for any HME client during their employment or for one (1) year after leaving HME, unless we provide written approval and a placement fee of \$5,000 .

By using our services, you agree not to hire or engage any current or former HME employee—whether directly or through another arrangement—for one (1) year from the date they last worked with HME.

If you choose to hire or contract with a current or former HME team member despite this policy, a placement fee of \$5,000 will be due immediately. This fee reflects the typical yearly value of a once- or twice-monthly cleaning schedule; **more frequent service may increase this rate accordingly.**

By clicking on the link below, I understand that I am submitting my signature indicating I have read and understand HME's policies as explained in this agreement.

Name	
Address	
Best Email	
Signature	