



## **Residential & Commercial**

### **Terms & Conditions Agreement as of 10/22/2021**

#### **Terms & Conditions:**

Use of our services constitutes acceptance of the following terms and conditions. All of the following terms and conditions apply to residential and commercial cleaning clients, some of which may apply more specifically to residential clients or vice versa. As a business grows and develops, the following terms and conditions may change. Pristine Cleaning & More has the right to modify any portion of this agreement at any time without notice to the client. It is the clients' responsibility to view an updated term and conditions agreement by visiting: [www.pristinecleaningmore.com](http://www.pristinecleaningmore.com).

#### **Rescheduling / Cancellation / Lockout Policy:**

We require a 48-hour notice for reschedules and/or cancellations. There may be a \$50.00 charge for reschedules and/or cancellations within 48-hours of the scheduled cleaning. A 48-hour notice allows your cancelled or re-scheduled slot to be filled by another client. If for any circumstance our staff is sent away or locked out from your home or business, you may be charged the \$50.00 fee. We will make every attempt to reschedule company-initiated schedule changes due to holidays, exigent circumstances, or extreme weather conditions as close to the regular scheduled cleaning date as possible. For schedule changes, please contact us via phone.

#### **Missed / Skipped Cleanings:**

Our charges are based on the type of visit you schedule under standard times. "Weekly" rates are for weekly cleanings. "Every Two Weeks" rates are for cleanings every two weeks. If you miss/skip a cleaning, you will be charged the rate for the next frequency of service, if additional time is needed to complete your cleaning. Clients that miss/skip a "Every Four Weeks" service, will be billed the standard hourly rate per cleaner.

#### **Rate Changes:**

Pristine Cleaning & More reserves the right to re-evaluate rates (residential and commercial) at any time based on the amount of time it takes to perform the requested service. The estimated price for service is an estimate. If a particular cleaning requires more time than allotted, we will contact the client for direction. We will never charge a client more for the cleaning without permission. Although Pristine Cleaning & More attempts to provide accurate estimates, many factors can affect the time it takes to complete all tasks. If a client requests changes to the service that differs from the original estimate, additional charges will be billed, or a new estimate may be generated.

**On the Day of Cleaning:**

Please leave cleaners ample room to clean countertops, furniture, and floors by picking up excessive items (i.e., clothing, toys, personal care items, etc.). We ask this to ensure that your home or business is thoroughly cleaned in the allotted time.

**Chemicals & Supplies:**

We request all clients provide their own toilet brush for sanitary reasons. We provide all other supplies and necessary equipment. We use professional grade eco-friendly products. On most occasions, Pristine Cleaning & More does not use bleach. If the client requests the use of bleach, we are not responsible for potential damages. We utilize our own tools and supplies because we have tested our products to ensure they provide quality results. Additionally, our cleaners are trained in their proper use. Due to Occupational Safety and Health Administration (O.S.H.A) regulations, we are required to maintain Safety Data Sheets (S.D.S) for all chemicals we use. If the client is adamant we use their chemicals and/or equipment, Pristine Cleaning & More is not responsible for any related damages.

**Blinds:**

We offer slat by slat blind cleaning as an extra service. We do not service mini blinds. Blinds may need to be vacuumed before they are damp wiped. This will require additional time and therefore, is priced per blind, on most occasions. Please allow for some dust resettlement after completion. We attempt to limit dust resettlement but cannot prevent it entirely. We cannot be held liable for blinds/shutters that have dry rot, sun damage, and/or have not been properly installed.

**Pets:**

Your pets are members of your family, which we respect. However, if your pet is not fond of visitors, please secure your pet prior to our arrival. We cannot be responsible for pets that escape when our cleaners are entering and/or exiting the home or business. If your pet will be roaming unattended during the clean, please let us know in advance. Our cleaners are trained to close doors as soon as they enter and exit.

**Services We Do Not Provide:**

We do not do dishes by hand or load/unload dishwashers. We do not wash laundry/dry laundry/put away laundry (unless Airbnb/Short Term-Rental Booking), clean inside of fireplace(s) or clean toys. We do not clean carpets, move large furniture, or provide intensive grout cleaning services that require specialized grout cleaning equipment. We do not clean animal kennels/cages, litter boxes, excrement, blood, feces, urine, vomit, soiled clothing, or other similar biohazards.

**Firearms:**

For our protection and yours, if you have firearms, we ask they are secured prior to the cleaning of your home or business. Please do not leave firearms under pillows or mattresses.

**Pest Control:**

Insect infestation can be a problem and may prevent us from cleaning your home or business. If an infestation of ants, termites, roaches, fleas, bed bugs, etc. is encountered, we will not clean until the problem, or specified area, has been rectified.

**Alarm System:**

If your home or business has a security system, please let us know. The security and safety of your home or business is a major concern for Pristine Cleaning & More and our staff is sensitive to the security and

access procedures. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. Please do not rely on us to let in workers during the time we are in your home or business, unless pre-arranged. It is not necessary for you to disarm your alarm system for the whole day on the day of cleaning. Many alarm companies have applications (AKA: "apps") that allow you to arm and/or disarm your system remotely. It is also common for clients to provide us with their access code or our own unique access code. If the alarm malfunctions and law enforcement is dispatched, Pristine Cleaning & More is not responsible for any associated fees.

### **Safety:**

The safety of our employees is important. To decrease the risk of injury to our employees, we are unable to move heavy objects, flip mattresses, etc. We do not move items heavier than 25 lbs. to protect our cleaners from injury. If an employee feels that their personal safety is in danger, and the employee must leave the job site, the client is responsible for the full cost of the job. Our cleaners arrive with a two-step ladder. We are unable to use client ladders or climb higher than two steps. Higher items will be dusted with an extension duster to the best of our ability. We can reach most areas with an extension duster to clean higher items, such as: ceiling fans, ceilings, lights, etc.

### **Access Policy:**

As noted above, most clients provide us with a door key or access/garage door code to their home or business. We take the utmost care in protecting both your key and your home/business by securing them in a lockbox. Keys are number coded and have no identifying information attached to them. If you decide not to issue an access key to Pristine Cleaning & More, and no one will be in the home or business during the cleaning, you may choose to leave a door unlocked or place a spare key in a secured area for the staff to gain access. In this case, you release Pristine Cleaning & More of any liability that may arise from damages and/or theft from your home or business as we cannot guarantee that we were the only ones to have accessed the home or business. Pristine Cleaning & More will pay all associated locksmith fees for company errors, such as misplaced keys, etc.

### **Workers' Compensation Insurance and Automobile Insurance:**

Our staff members are full-time or part-time employees and are not independent contractors. Employees are covered by Workers' Compensation Insurance. This covers employee injuries and protects you. All of Pristine Cleaning & More's vehicles are covered by a commercial automobile insurance policy.

### **Distractions:**

It is important for us to have access to every area of your home or business that will be cleaned. In doing so, we need to work freely and without distractions. Excessive talking (beyond cleaning instructions) prevents us from being completely focused and causes delays for other clients. We ask that you, your children, and pets remain out of the rooms that we are cleaning to prevent safety hazards such as, but not limited to: contact with cleaning products, tripping over buckets, caddies, vacuum cords, etc.

### **Payments:**

Cleaning will not be performed if payment is not received by the start of cleaning. We accept Visa, American Express, Discover, MasterCard, PayPal, check, and cash. All checks are made payable to: Pristine Cleaning & More, L.L.C. All cash payments are to be in a sealed envelope, left in visible view, in an area such as the kitchen counter, kitchen table, etc. Please do not leave cash unsecured. We have the right to discontinue service until payment is made. A service charge of \$35.00 will be added for all returned checks with insufficient funds. If paying with a credit card, associated fees will apply

(approximately 3%).

**Temperature Setting:**

Summer months can be scorching. Many clients set their thermostats to slightly higher temperatures during the day, to save on energy costs. On the day of your cleaning, we ask you set the thermostat to, at the highest, 72, so cleaners can work in a comfortable environment, considering the physicality of cleaning. For safety reasons, if our cleaning team arrives to a home or business that is warm, and the H.V.A.C is turned off or registering to elevated levels, a staff member will adjust the thermostat while they are in your home or business to the temperature degree discussed. It will be returned to the original temperature setting prior to departure. We ask you allow the H.V.A.C system to run on the day of service due to the extended time it takes to cool the home or business. During winter, we request the home is set between 65 and 72 degrees.

**Solicitation of Staff:**

By using our services, you agree not to solicit for hire any staff member introduced to you by Pristine Cleaning & More for any home or business-related service. All cleaners sign a non-compete agreement and are prohibited from working for clients in any capacity outside our business. Please refrain from asking them to work for you independently. On the other hand, if you select to employ a staff member, please discuss this matter with the owner. If you are found to have solicited one of our staff, please be advised that our referral/training fee is \$2,500.00 per hired employee. Payment is due within 30 days from the date of invoice.

**General Liability Insurance/Bonding & Damages:**

We carry a \$1,000,000.00 liability insurance policy and a \$10,000.00 bond policy. If we are responsible for damages to/in your home or business, we will leave a note, phone, or text the client the day of the cleaning.

We make every attempt to repair, replace or pay for any item(s) we have damaged. We will not assume liability for pre-existing damages, scratches, dings in windows, paint, furniture, floors, walls, etc., or items not secured or installed in a proper manner such as: heavy pictures hanging from thumbtacks and not anchored properly to walls. Items of monetary or sentimental value should be put away on the day of cleaning and/or cleaned by the homeowner. Identical replacement will be attempted, but not guaranteed. It is for this reason, we will not clean irreplaceable or sentimental valuable items such as, but not limited to family air looms, figurines, china, etc.

Damages or alleged thefts must be reported within 48 hours of service. After 30 days, the client assumes liability. Due to exposed liability, we cannot care for pets, plants, or children. All surfaces, such as marble, granite, hardwood floors, grout, etc. are assumed sealed and ready to be cleaned without causing harm/damage when met with common cleaners. If you know of any surface not sealed, you must notify us prior to arrival. If we see a potential breakage, we will avoid cleaning the item or area.

**Excessive Items:**

Accent tables with 5 or more items or picture frames will not be moved or dusted to stay within the allotted time to save you money. We dust small items based on the size and number of items on a shelf, or flat surface, like a mantel. If there are 5 or fewer small items on a shelf and/or mantle, we will hand dust them and the surface below and return the item to the shelf. If there are more than 5 items per shelf, we may dust the items where they sit and the surface around them.

**Televisions:**

We do not clean the fronts of flat screen televisions to avoid scratching, only a light dusting is completed.

**Wear & Tear:**

The longer we live in our homes or work in businesses, the more visible wear and tear becomes. Baseboards, the bottom of showers and tubs, sliding shower doors, mold/mildew, excessive water spots, soap scum on glass shower doors, worn flooring, grout, window tracks, etc. are all areas where wear and tear will impact results. These areas may take more than one cleaning to improve in appearance or may not come clean at all.

**Showers & Tubs:**

Showers and tubs can accumulate lime, calcium, and soap scum. Our cleaning solutions work well on these deposits; however, it may take two to three visits before showers and tubs become free of these deposits. Mold and mildew are organic and grow deep into and behind grout or caulking. 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.

**Arrival Time:**

Unless you are the first cleaning of the day, we are unable to guarantee an exact arrival time. Actual arrival times may be one hour before to one hour after the scheduled service time. We will strive to meet your requested arrival time but cannot guarantee it. If you wait for us to arrive, please be available during the estimated time window to allow staff inside the home or business. If no one is available and we are turned away for any reason, \$50.00 cancellation fee will be charged.

**Holidays:**

Pristine Cleaning & More honors the following holidays: 1) New Year's Day, 2) Memorial Day, 3) Independence Day, 4) Labor Day, 5) Thanksgiving Day, and 6) Christmas Day. If your scheduled cleaning occurs on a holiday, Pristine Cleaning & More will reschedule your appointment. We will make every attempt to reschedule company-initiated schedule changes due to holidays or extreme weather conditions as close to your regular scheduled cleaning date.

**Guarantee Policy:**

Pristine Cleaning & More wants you satisfied after every cleaning. If, within 24 hours, you are not satisfied, Pristine Cleaning & More will return and re-clean the items and/or area at no additional cost. The cleaners must be able to access the home within two business days.

**Staff:**

We perform a drug screen and national criminal background checks on all cleaners.

**Services We Offer:**

We offer the following services: Recurring – Basic Cleaning, Deep/Spring Cleaning, Airbnb/Short-Term Rental Cleaning, Post Construction/Renovation Cleaning, Move-In/Move-Out Cleaning, Small/Medium Office Cleaning, Medical Office Cleaning, Dental Office Cleaning and Place of Worship Cleaning. If you have a special request or project, call us with the details and we will be happy to accommodate your request.

**Residential / Commercial Requirements:**

All residential and commercial properties must have a working and efficient H.V.A.C system. In addition, electricity and water must be accessible. Water being “turned off” or electricity being “turned off” prevents the cleaners from performing all desired tasks to standard. If cleaners arrive to a property and these basic requirements are not met, the cleaning will not be completed.

**Contracts:**

We have no contracts or commitments.

**Service Reminders:**

We typically call and/or send reminders the day before each cleaning appointment.

**Service Areas:**

We serve Columbus, Georgia (Muscogee County) and Harris County, Georgia areas. However, we are expanding every day. Here is a list of cities we currently service: Columbus, Fortson, Midland, Upatoi, Hamilton, Pine Mountain, Shiloh, Waverly Hall, West Point, Cataula, Ellerslie, Hopewell, Pine Mountain Valley and Whitesville. Service areas may expand to a greater circumference.

Thank you for reviewing our terms and conditions. If you have questions and/or concerns, please contact us. We look forward to serving your cleaning needs!