

TERMS OF SERVICE

PRICING

Prices will not change without being discussed beforehand, but we do reserve the right to change the price of your cleaning according to unforeseen circumstances (remodels, additional occupants/pets, or anything not listed in your original quote). Our services are completely customizable, and we are always willing to work with clients for individual requests.

SCHEDULING

We try to accommodate special requests for days and times, but the daily schedule of a cleaner can be very unpredictable. Please understand and allow us between the hours of 8:30-5:30 to clean your home.

We send an e-mail reminder a two days prior to your cleaning. This e-mail acts as a reminder and confirmation of your upcoming cleaning. Please use this reminder to communicate to us any changes that might affect your cleaning. You can also use this time to add special requests and add-ons!

ACCESS

For your first cleaning we suggest that the client meets the cleaner(s), we can try to arrange a specific time for the initial cleaning. Upon making decision to contract routine cleaning services, we will discuss preferred access method to home or office when executing service agreement.

ADDITIONAL SERVICES *(The Fine Print)*

Refrigerator Cleanings- Exterior cleaning of appliances is included with routine service, but if you would like the inside of your refrigerator cleaned we are definitely able to consider your request!

Refrigerator Prep: Interior of refrigerator need to be easily accessible by this we mean removing old food and other excess items (great time to purge). In the event refrigerator is packed with food, containers, condiments, etc. we are unable clean it properly and will remove it from the work order and schedule for another time. Everyday items are fine as the team member will have time to remove them and put them back. Final determination is made by team member as they will be able to assess time frame day of scheduled service.

Baseboards- Vacuuming/dry dusting of baseboards is included in routine service. In the event you would prefer a deeper clean we are able to offer wet wipe with all purpose cleaning spray after vacuuming. Baseboard are sometimes beyond cleaning (repainting may be best) but we will of course try! Please understand that we are unable to move heavy or fragile furniture.

Interior Window Cleaning- Dry dusting of interior window sills is included in routine service. If you would like to have interior windows cleaned more thoroughly it is a job we do. Thorough cleaning includes lower and upper (if can be reached without a step stool/or ladder) panes, wet wash of sills and frames with all purpose cleaning spray or similar product. We always do our best on windows but the exterior may have a heavy build up of dirt and dust which in turn may not leave the interior windows to show as clean. Summer heat can create streaks, which we can't do much about but will try. *Note: Older home windows may flake due to lead based paint in those cases we are unable to clean for our safety and yours.*

Oven Cleaning- We believe green cleaning products do a wonderful job and are great for our health and well being, but will NOT perform miracles on ovens. We try our best and have a great process for cleaning ovens, but we do stress this point. One thing you can do the night before is

set a oven safe pot of vinegar and water in the oven and cook on 350-400 for 1-2 hours and then turn off **(do NOT open)** the oven. Leave as is for us to do our part and the results will hopefully be appreciated by you and your family !

Tools/Supplies

We bring everything needed for the cleaning with exception of a toilet brush. We request that you leave one toilet brush (preferably one for each bathroom) in a visible place the day of service. We use quality equipment that is sustainably and ethically manufactured. If you want our staff to use a special product or piece of equipment it must be clearly communicated to the office. Notes in home directly to the team member will not be acceptable forms of communication. We require all requests to be filtered through the office.

PAYMENT

We require invoice for cleaning service to be paid in full prior to cleaning teams arrival, unless other arrangements have been made with management. Invoices are sent electronically for your files as well as a paid receipt. Forms of payment accepted: MasterCard, Visa, Discover.

STAFF SAFETY AND PETS

We do not allow our staff to move anything over 25 lbs. We are a pet-friendly company, however, if your pets have free range of the house, we request that you meet the cleaning team the first time for an introduction, and give any special instructions. If your pets are aggressive or protective when alone, we request that you board them or make other arrangements during the cleaning.

We also ask to be notified 24 hours before a cleaning if the household occupants have been sick as a safety precaution to our team and other clients. In addition, the home cannot have any kind of infestation.

Our cleaners have the right to refuse any job or task (climbing ladders, using chemicals, cleaning specific areas, etc.).

*****We do not clean up after pets. Urine and feces will not be cleaned up and the area around any pet waste will be skipped. Other bio-hazardous areas are also not covered (human waste, blood, and feminine hygiene products/discards, etc.). *****

CANCELLATION POLICY

We understand unforeseen circumstances occur and ask for 24-hour notice if possible. If proper notice is not given, there may be a \$35 service fee, at management discretion. We also reserve the right to withhold \$50 travel fee from advance payment in the event jobs are canceled on site (eg. due to misinformation, unforeseen circumstances, home not properly picked up, etc.). This is to ensure our team is compensated for their time and travel.

REFUND POLICY

Refunds for gift certificates, services, or products purchased from us are not given. If you have a complaint about service with us we will most certainly address the concern and/or come out and correct the areas of concern as soon as possible. We ask that feedback is received within 24 hours of the job in order for us to correctly respond. Due to the nature of this industry, clear communication is key to ensuring your complete satisfaction. Every home is different and every client has different expectations. We do our best to ensure the client's happiness, but cannot assess and correct a concern if too much time has passed.

Correspondence with all NSCCo., LLC staff is expected to be respectful and professional. We do reserve the right to refuse future service based on negative correspondence with clients. As a professional service, we expect a professional relationship with vendors, team members, & clients.

STAFF SOLICITATION

As a client of NSCCo, LLC, you agree not to personally hire any present or former NSCCo, LLC employees.

Thank you in advance for your understanding and “Keeping it Clean ~ Naturally!” with Natural Solutions Cleaning Co., LLC.