



# **New Way Cleaning Service,LLC. Service Agreement**

By ordering services by telephone, e-mail the client accepts and agrees to this service terms agreement.

## **About New Way Cleaning Service,LLC.**

New Way Cleaning Service, LLC is a residential and commercial cleaning agency that specializes in residential cleaning. We work with our clients to guarantee satisfaction and we pride ourselves on building lasting partnerships in the communities we serve by providing trustworthy, quality, and integral services. We never compromise quality for time and only use the best products available that offer outstanding results for your home or business. We strive for honest customer service, so our work isn't finished until our customer is completely satisfied.

## **Guarantee**

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service, we will return to your home to re-clean the area within 24-hours. Please contact the office as soon as possible during our normal business hours. New Way Cleaning Service, LLC. takes pride in a 100% Satisfaction Guarantee. If a client is not happy, we will come back and re-clean any areas free of charge. At the time of service that an area is being re-cleaned the client must be present to say whether they accept the newly completed work. No refunds whatsoever. Employees Our employee's etiquette is of utmost importance to us. Employees are to remain respectful while in your business or home. They will not smoke, eat, or drink while in your home. They will not watch TV or play the radio. They are instructed not to answer the telephone or doorbell. Their purpose while in your home is to clean, they are not personal assistants. They know what is required and what is expected on every cleaning visit. For your protection and peace of mind. All employees are covered under our liability insurance. New Way Cleaning Service,LLC. takes your privacy very seriously. At no time will we share any customer information with ANY outside source. All employees are required and expected to respect each client's

## **Payments**

Payments are due in full upon completion of service IMMEDIATELY. For your convenience, we gladly accept cash check and credit card payments with a 3% processing fee. Clients paying with cash may leave payment at their residence or give cash to Terrence Smith Or Trineka Smith in hands. Recurring clients paying with a credit card have the option to have a valid credit card on file, the credit card will be charged automatically on the scheduled day of service. Payment forms that are accepted: Wave app invoice 3% processing fee, Check and Cash.

All Rights Reserved ®



### **Checks returned for non-payment**

Checks returned for non-payment, (insufficient funds, closed account, etc.) will be charged a \$20 returned check fee in addition to completing full payment on services rendered.

### **Equipment and Supplies**

We provide our own cleaning supplies and equipment, including vacuums, mops, and cleaning products. If you have a specific product you would like us to use, please call our office or alert your team leader so your file can be notated. Since, all clients are unique, we keep files in our office where we can notate what

### **Clutter**

The cleaning will be far more satisfactory if the team does not have a great deal of clutter with which to contend. Desks that have a large amount of paperwork, for instance, may not be cleaned. Areas that must be decluttered will be an additional \$25.00, per area.

### **Holidays**

The holidays that are observed by New Way Cleaning Service,LLC. are New Year's Day, Mardi Gras Day, Easter Day, Independence Day, Thanksgiving Day, Christmas Eve, and Christmas Day. If your cleaning services fall on these days, our office will contact you approximately two weeks before the holiday to reschedule your cleaning. If you wish to reschedule a cleaning that falls on another holiday throughout the year, please call the office at least two business days in advance to avoid a late cancellation fee of \$50.

### **Keys and Alarm Systems**

If the home or business owner chooses to leave us a copy of their key, we will take extreme caution to protect each key. Each key is locked in a safe key box. We do NOT return keys by mail. Keys must be hand delivered in person to the customer. That customer must present a photo ID with the address on the ID matching the address we have on file before a key is released. If clients do not want to provide us with instructions on their alarm systems, we ask that the security system is in the "OFF" status. Please be sure to notify our office if this code changes.



### **Lock Outs**

A lockout fee of \$50.00 will be assessed if our cleaning employee(s) arrive and are unable to access the premises. Cancellations and lock out fees are the same price, but cancellations fees occur when an appointment is set and a client cancels without notification in two business days. A lock out fee occurs when a cleaning employee arrives and is unable to access the premises.

### **Arrival Time/Window**

Cleanings are scheduled in an order that requires the least amount of drive time for each team. This means the exact time of your cleaning may differ each time. If you need an AM or PM schedule, we will make every effort to accommodate your request; however, no times are guaranteed. If you wish to be present during the cleaning visit, please be advised that we provide arrival windows. Your cleaning employee(s) will arrive anytime within your scheduled arrival window. You are expected to be present or have made arrangements for us to gain access to your home within your scheduled arrival window. Failure to do so may result in having to cancel or reschedule your visit. A cancellation fee of \$50 will be charged.

### **Cancellations/Rescheduling**

Late Cancellation fees of \$50.00 will be charged unless notification of a change has been made one business day before the service dates. Business days are Monday-Friday. All notifications must be made by telephone or email. Telling the cleaning team when they are in your home is not considered notification. In the event of a cancellation or rescheduling with less than one business days' notice, a cancellation fee of \$50.00 will be assessed. We are very strict on our cancellation/rescheduling policy; please honor it.

### **Cleaning Fee Increases**

New Way Cleaning Service, LLC. reserves the right to reevaluate rates at any time. All clients are notified when or if this occurs. We will contact you to discuss possible price or service revision if the cleaning time differs drastically from the original bid. If a client discontinues and reinstates service after three months, the original price is not guaranteed, and a new rate may be given. We also reserve the right to adjust the estimate after the job is completed.



### **Tardy**

Many things can affect our schedules, such as cancellations, lockouts, etc. If we happen to be running late to your appointment, you will be contacted as soon as possible and provided with a new expected time of arrival.

### **Pets**

We are pet-friendly but would appreciate it if you could pick up after them before our arrival and secure them in an area that would not interfere with our cleaning. We do not clean litter boxes or urine/feces from the floor. Nor do we provide plant care such as watering or maintaining them. Please notify our office of any special requirements in safeguarding your pet(s). We cannot be responsible for pets that “escape” when our employees are entering/exiting your home. If your pet is “roaming free” during the clean, please let us know in advance, so the employees can be on alert when they open doors. Our employees are trained to close doors as soon as they enter and exit your home and will not leave doors open for long periods.

### **Your Valuables**

If you have valuables or heirlooms, including but not limited to any valuable, collectible, or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. We cannot be responsible for wall hangings attached to anything other than “real” picture hooks. No straight pins, thread, etc. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money, credit cards, and checkbooks as well. We are not responsible for missing currency.

### **Broken/Damaged Items**

We train our employees to take extra care with your belongings. If we damage anything during the service being provided we will notify the customer immediately. If you believe an item may have been broken or damaged by one of our cleaning professionals, it must be reported to the company within 24 hours from the completion of the service in an effort to properly investigate the issue. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were broken because they were not correctly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface). Regrettable and although not common, from time to time, something may be broken. Our personnel are instructed to call our office at once if ANYTHING is broken and to leave you a note advising you of the accident. In the event an item is damaged or broken, we reserve the option to repair or replace the item. The dollar value of “one-of-a-kind” items destroyed must be demonstrated so that a settlement may be determined.



### **Extra Services**

If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 48 hours in advance so we may allow the additional time needed at your home and we will provide an over the phone estimate. However, we reserve the right to adjust the quote after the job is completed.

### **Lifting**

Our employees are essential to us and we are determined to keep them safe, so they do not climb higher than a 3ft 2-step ladder, move or lift items more substantial than 20 lbs., or clean floors on their hands and knees except for bathroom floors. These types of activities put our cleaning staff in danger of back injury or could even damage something in your home. However, there might be times when you want us to move furniture. For example, tables, large chairs, etc. In these cases, we are not responsible for their breakage due to aged/old or faulty manufacturing nor are we responsible for any damage moving these items may cause to your floor. The cleaning team will not move furniture that contains electronics. The cleaning team will not pull out any appliances (for example a stove, fridge, washer/dryer) however, if you move it before the cleaning visit to allow access we would be more than happy to clean the exposed areas. We do ask that you place the appliances back into its proper place as well.

### **Our Cleaning Employee(s) DOES NOT:**

- Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained in these areas nor are we equipped
- New Way Cleaning Service,LLC. reserves the right to refuse to service a home with ANY insect infestation (including seasonal). If an infestation is identified, the cleaning employee will leave the property. You will be contacted immediately and charged a cancellation fee.
- Clean the interior of curio cabinets (will only feather dust exterior)
- Provide any pet or children-related services, nor empty diaper pails.
- Clean/Shampoo carpet
- Clean Chandeliers
- Provide stain removal
- Clean exterior of windows
- Remove Paint
- Service outdoor areas
- Clean areas above the reach of our 3ft step ladder
- Clean Animal waste or litter
- Move or lift items over 20lbs

### **Discounts**

All senior citizens eligible for cleaning discounts. Please ask for more information about discounts we have in place for you.

If you agree to these terms and conditions please print, sign, and date.

New Way Cleaning Service,LLC. reserves the right to make any changes to any part of this service agreement without giving any prior notice

Print: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

All Rights Reserved ®

