

Terms of Service

Introduction

Welcome to Bizer Home Services LLC. We provide professional cleaning services designed to meet your unique needs. By booking a service with us, you agree to the following Terms of Service, which outline our policies, procedures, and client responsibilities to ensure a seamless and professional experience. These terms form a legally binding agreement between Bizer Home Services LLC ("we," "us," or "the Company") and you, the client ("you" or "the Client"), and apply to all services provided by our company.

Please review these terms carefully. Your continued use of our services signifies your acceptance and agreement to comply with these Terms of Service. Should you have any questions, feel free to reach out to us at info@bizerservices.com.

Services Provided

Bizer Home Services LLC offers a range of professional cleaning services, each designed to meet high standards of cleanliness and client satisfaction. Our services are tailored to address the specific needs of various spaces, with specialized cleaning approaches for residential, commercial, move-in/move-out, post-construction, and event settings. Below is an outline of our primary service offerings:

1. **Residential Cleaning:**
 - Comprehensive dusting, vacuuming, and mopping of all floors.
 - Thorough cleaning of all surfaces, windows, mirrors, and trash disposal.
 - Kitchen cleaning includes appliances, countertops, and sinks (full appliance cleaning available if specified).
 - Bathroom cleaning includes sanitizing toilets, sinks, showers, and vanities.
 - Final check to ensure all areas meet our 100% satisfaction guarantee.
2. **Commercial Cleaning:**
 - Regular maintenance of high-traffic areas, including floors, surfaces, and windows.
 - Disinfection of high-touch areas and restocking of restroom supplies.
 - Specialized cleaning for break rooms, entryways, and lobbies to maintain a professional and safe environment.
 - Customized cleaning schedules to meet client needs and minimize disruption.
3. **Move-In/Move-Out Cleaning:**

- Intensive cleaning of all surfaces, floors, windows, and fixtures to prepare spaces for new tenants or homeowners.
 - Detailed kitchen and bathroom cleaning, including cabinets, appliances, and drawers.
 - Final inspection to ensure the property is left clean, safe, and ready for occupancy.
4. **Post-Construction Cleaning:**
- Comprehensive dust, debris, and residue removal from all surfaces, fixtures, and floors.
 - Specialized cleaning of windows, mirrors, vents, and woodwork to restore order after construction.
 - Final touch-up and inspection to ensure the property is ready for use.
5. **Event Cleaning:**
- Pre-event cleaning to ensure the space is spotless and presentable.
 - During-event monitoring and cleaning of high-traffic areas.
 - Post-event breakdown, trash removal, and thorough cleaning to return the space to its original condition.
6. **Eco-Friendly Cleaning (Optional):**
- Use of eco-friendly cleaning products for clients who prefer sustainable practices.
 - Responsible disposal and recycling of waste, ensuring a clean and environmentally-conscious space.

Each of these services is conducted with care and professionalism, using high-quality products and techniques to protect client property and deliver exceptional results. The specific tasks for each job will be tailored to the client's needs as outlined during booking. Our goal is to provide thorough, reliable service in alignment with our commitment to quality and customer satisfaction.

Booking and Payment

To confirm a cleaning appointment with Bizer Home Services LLC, clients must first agree to a specific time over the phone with a representative. Once a time is confirmed, a **non-refundable deposit** is required to secure the booking on our calendar.

Deposit Policy

- A deposit is required after time confirmation to hold your spot in our schedule.
- All deposits are **non-refundable**, unless a cancellation is due to an issue caused by Bizer Home Services LLC (e.g., internal scheduling error or cleaner cancellation).
- If a client cancels, reschedules, or changes their mind after the deposit is paid, the deposit is forfeited. This is because we are blocking time and resources for your appointment, which prevents us from serving others.

Payment Processing

- All payments are processed securely through **Stripe**.
- The remaining balance (minus the deposit) will be charged **on the day of, the day before, or the day after service**, based on internal scheduling and communication with the client.
- Bizer Home Services LLC reserves the right to determine how payment is collected and by what method, depending on operational needs.

Recurring Services

- Clients who opt into recurring service (weekly, bi-weekly, or monthly) will be automatically billed each cycle according to their agreed billing schedule.
- It is the client's responsibility to maintain up-to-date billing information and ensure property access is available on each scheduled cleaning day.
- Recurring service may be paused or canceled at the company's discretion in the case of consistent scheduling conflicts, payment issues, or policy violations.

Late or Missed Payments

- If a payment fails or is not completed within **48 hours** of service, a **\$25 late fee** may be added to the outstanding balance.
- If payment is not received within **5 business days**, services may be paused and the client may be removed from the recurring service schedule.
- Clients with consistent or unresolved payment issues may lose booking privileges.

Collections Policy

- If a balance remains unpaid for more than **10 business days**, Bizer Home Services LLC reserves the right to send the outstanding amount to a third-party collections agency.
- Clients will be notified prior to this action, and any additional fees incurred through collections will be the responsibility of the client.

Agreement to Terms

By submitting a deposit, booking a service, or proceeding with any scheduled cleaning through Bizer Home Services LLC, you acknowledge that you have read, understood, and agreed to these Terms of Service and Policies in full.

Cancellation and Rescheduling

We understand that plans can change. However, because each cleaning requires dedicated time, staffing, and preparation, we enforce the following cancellation and rescheduling policies to protect both our team and your reserved service slot.

Cancellation Policy

- If a client cancels after paying a deposit, the **deposit is non-refundable** unless the cancellation is due to a mistake or issue caused by Bizer Home Services LLC.
- Cancellations made **less than 24 hours before** a scheduled appointment will result in a **\$50 late cancellation fee**, in addition to the forfeited deposit.
- For **recurring service clients**, three (3) cancellations — regardless of notice — may result in removal from the recurring service schedule at the company's discretion.

Rescheduling Policy

- Rescheduling requests made **at least 24 hours in advance** can typically be accommodated without penalty, based on availability.
- Rescheduling requests made **less than 24 hours before the scheduled appointment** may result in a rescheduling fee or forfeiture of deposit if the original time slot cannot be filled.

No-Show Policy

- If our team arrives on-site and cannot access the property due to lack of entry instructions, a locked door, no response, or other preventable reasons, it will be considered a **no-show**.
- No-shows will result in **forfeiture of the deposit** and a **charge equal to 50% of the total scheduled cleaning cost** to compensate for travel, blocked time, and labor resources.

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Thank you for understanding that these policies help us serve all clients efficiently. By booking with Bizer.

Client Responsibilities

To ensure a smooth, safe, and professional cleaning experience, all clients are expected to uphold the responsibilities outlined below. These standards help protect both your property and our cleaning team while ensuring the quality of service we provide.

Property Access

- Clients must ensure that our cleaning team has clear and timely access to the property at the scheduled appointment time. This may include providing access codes, keys, concierge clearance, or being present on-site.
- Failure to provide proper access will result in the appointment being treated as a **no-show**, which includes **forfeiture of the deposit** and a **fee equal to 50% of the service total**.

Recurring Clients

- Recurring service clients must maintain consistent access and communication for all scheduled cleanings.
- If a recurring client cancels or obstructs access **three times**, Bizer Home Services LLC reserves the right to remove them from the recurring schedule.

Safe and Respectful Environment

- Clients must provide an environment that is safe, respectful, and free of any form of harassment, abuse, or violence.
- If at any time our team feels endangered, disrespected, or impeded by unsafe individuals or circumstances, the appointment will be terminated immediately.

- Such instances will be treated the same as a **no-show** and will incur the applicable fees.

Pets and Personal Belongings

- Clients must secure pets away from cleaning areas during service. Bizer Home Services LLC is not responsible for any issues arising from unsecured animals.
- Clients are encouraged to store or secure any fragile, valuable, or irreplaceable items prior to service. This includes jewelry, cash, electronics, documents, or other small items.
- We are **not liable** for lost or damaged personal property left in accessible cleaning areas.

Home Condition & Special Instructions

- Please notify us of any pre-existing damage, delicate surfaces, or unique instructions before your cleaning appointment.
- Special requests should be made during the booking process. While we strive to accommodate last-minute requests, they are not guaranteed and may result in additional charges or extended service time.

Utility Access

- Basic utilities, including water and electricity, must be available during the cleaning. If these are unavailable at the time of service, the appointment will be considered a **no-show** and subject to the appropriate fees.

First-Time Clients & Deep Cleans

- For first-time clients or homes receiving a deep clean, we ask that all loose clutter be removed from counters and floors before service, unless discussed otherwise during booking.
- This helps ensure the cleaning team can efficiently focus on detailed work and deliver the high standard expected from our deep cleaning service.

Damages and Liability

At Bizer Home Services LLC, we strive to provide a safe, respectful, and high-quality cleaning experience. While our cleaners are trained professionals who take great care with your property, we recognize that accidents can occasionally occur. The following outlines our policies around damages, pre-existing issues, and liability limits:

General Liability

- Bizer Home Services LLC is not liable for any damages to property or belongings unless directly caused by proven negligence on the part of our team or contractor.
- Our liability is strictly limited to the **total value of the cleaning service provided on the date of the incident.**

Independent Contractor Notice

- All cleaning work is performed by vetted, independent contractors. While we ensure quality standards and professionalism, Bizer Home Services LLC is not responsible for actions outside the agreed scope of work or for incidents caused by client instructions that deviate from our procedures.
- In the event of damage caused by a contractor, we will assist in investigating the issue and, if necessary, facilitate communication with the cleaner directly. Final resolution may depend on the contractor's individual insurance policy.

Pre-Existing Damage

- Clients must inform us of any pre-existing damage, loose fixtures, or fragile areas before service begins.
- We are not liable for any deterioration of existing issues or damage resulting from unstable installations, worn materials, or conditions that were not disclosed.

Fragile or High-Risk Items

- Bizer Home Services LLC is **not liable** for damage to inherently fragile, high-risk, or improperly installed items. This includes, but is not limited to:
 - Artwork, collectibles, antiques
 - Loose wall fixtures, glass items, decor, vases, and picture frames
 - Electronics, computers, TV screens, or charging stations
- Clients should store or remove such items from cleaning zones whenever possible.

Valuables and Personal Items

- Clients are strongly encouraged to store **cash, jewelry, documents, wallets, and electronics** in secure locations prior to service.
- Bizer Home Services LLC is **not responsible** for loss or damage to personal items left in open or easily accessible areas.

Damage Reporting Procedure

- Any concerns or incidents must be reported **within 24 hours** of service completion.
- If a damage claim is made, Bizer Home Services LLC may request photo evidence and a written summary to assist with internal review and communication with the assigned cleaner.
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By booking our services, you agree to these damages and liability terms, which are designed to provide clarity and fair resolution in the rare event of accidental damage.

Satisfaction Guarantee and Refund Policy

Bizer Home Services LLC is committed to providing high-quality cleaning services and ensuring customer satisfaction. We have established the following policies to address concerns and maintain service standards:

1. Satisfaction Guarantee:

- If you are not completely satisfied with any aspect of the cleaning service provided, please contact us within 24 hours. We will make every effort to address your concerns and, if necessary, schedule a re-clean for the areas in question at no additional charge.
- Our guarantee covers the specific services outlined in your booking. Any additional requests or services not included in the original booking may incur an extra fee.

2. Refund Policy:

- Refunds are considered on a case-by-case basis. Full or partial refunds may be issued at the discretion of Bizer Home Services LLC if, after a re-clean attempt, the service fails to meet our standards.
- Refund requests must be made within 24 hours of the original service. Refunds are not available for cancellations made outside the stated cancellation policy, or for services that have already been successfully completed and accepted by the client.

3. Conditions for Re-Clean or Refund:

- The satisfaction guarantee applies only when our cleaners have had reasonable access to all scheduled areas and items requiring cleaning.
- We reserve the right to decline re-clean or refund requests if they are made due to circumstances beyond our control, such as inaccessible areas or additional tasks requested beyond the agreed scope of work.

Our satisfaction guarantee and refund policy are designed to ensure high-quality service and a positive experience for all clients. By booking with Bizer Home Services LLC, you agree to these terms and conditions.

Non-Solicitation and Non-Compete

To maintain the integrity of our business and protect our relationships with clients and contractors, Bizer Home Services LLC enforces the following non-solicitation and non-compete policies:

1. Non-Solicitation of Employees and Contractors:

- Clients agree not to directly hire, solicit, or contract with any cleaners or contractors introduced to them by Bizer Home Services LLC for independent or direct cleaning services. This policy is in effect during the period of service with Bizer Home Services LLC and for a period of [12 months] following the last date of service.

2. Non-Compete Agreement:

- The services provided by our team members are exclusively contracted through Bizer Home Services LLC. Any attempt to circumvent Bizer Home Services LLC to engage cleaners directly is a violation of this agreement.
- Clients may not use our contractors for any competing cleaning services that would bypass Bizer Home Services LLC's booking and management structure.

3. Enforcement and Remedies:

- In the event of a violation of these terms, Bizer Home Services LLC reserves the right to pursue all legal remedies available, including fees for any loss of business, and to terminate service agreements with clients who do not adhere to this policy.

These non-solicitation and non-compete terms help us maintain a reliable and secure business environment for both clients and contractors. By booking with Bizer Home Services LLC, you agree to these terms.

Privacy Policy

Bizer Home Services LLC is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy outlines how we collect, use, and protect client information, including any data collected through documentation purposes.

1. **Information Collection:**

- We collect personal information necessary for booking and delivering our services, including your name, address, contact information, and payment details.
- As part of our quality control and documentation process, we may take before and after photos of the areas cleaned. These photos are limited to the specified cleaning areas and do not include personal or identifying information.

2. **Use of Information:**

- Personal information is used solely to facilitate booking, manage payments, and coordinate service delivery. We do not share, sell, or rent your information to third parties for marketing purposes.

3. **Data Security:**

- We implement industry-standard security measures to protect personal information and documentation data from unauthorized access, loss, or misuse.
- Payment information is securely processed through Stripe and is not stored on our systems.

4. **Client Access and Consent:**

- By using our services, you consent to the collection and use of your information as described in this Privacy Policy.
- If you have any concerns or wish to access or update your information, please contact us at info@bizerservices.com.

5. **Policy Updates:**

- We may update this Privacy Policy periodically to reflect changes in our practices or regulatory requirements. Any updates will be posted on our website, and continued use of our services constitutes acceptance of any changes.

Bizer Home Services LLC is dedicated to maintaining your privacy and providing transparency in our data handling practices. If you have questions about our privacy policy, feel free to reach out.

Amendments

Bizer Home Services LLC reserves the right to modify or update these Terms of Service as needed to reflect changes in our practices, industry standards, or regulatory requirements. Any changes to the terms will be posted on our website and will become effective upon posting.

1. Notification of Changes:

- We will notify clients of any significant amendments to the Terms of Service via email or by posting a notice on our website. Clients are encouraged to review these terms periodically to stay informed of any updates.

2. Acceptance of Amendments:

- Continued use of our services after amendments have been made constitutes acceptance of the updated Terms of Service. If you do not agree to any changes, you may discontinue use of our services at any time.

We strive to maintain transparency and will ensure that any amendments are communicated clearly and promptly. Should you have questions about any changes, please feel free to contact us at info@bizerservices.com.

Access and Security

To ensure our cleaning services are performed efficiently and on schedule, clients are responsible for providing secure and timely access to the property.

1. Access to Property:

- Clients must ensure that our cleaning team has access to the property at the scheduled appointment time. This may include providing access codes, keys, or arranging for someone to be present at the property.
- If our team cannot access the property due to entry restrictions or other access issues, this may result in a rescheduling fee or be treated as a no-show, subject to the applicable policies.

2. Security and Confidentiality:

- Our team is trained to respect your privacy and property. We take great care to secure any provided access information, such as codes or keys, and ensure it is only used for scheduled services.
- All access information will be handled confidentially and securely. Our team will not share access details with unauthorized individuals and will return any physical keys promptly upon completion of the scheduled service.

3. Client Responsibility for Security:

- While our cleaners take care to leave your property secure upon departure, Bizer Home Services LLC is not liable for any security issues arising from access arrangements made by the client. We advise clients to verify their property's security after each service.

By booking with Bizer Home Services LLC, you agree to these access and security terms, which help us provide seamless service while protecting your property.

Right to Refuse Service

Bizer Home Services LLC reserves the right to refuse service or cancel an appointment under certain circumstances, including but not limited to the following:

1. **Unsafe or Unsanitary Conditions:**
 - Our cleaners prioritize safety. If we arrive at a property and find conditions to be hazardous, unsanitary, or otherwise unsafe, we reserve the right to refuse or reschedule the service until the issue is resolved.
2. **Excessive Clutter or Scope Beyond Agreement:**
 - If the property contains excessive clutter or items that significantly extend the expected time or scope of the cleaning beyond what was initially agreed upon, we may cancel or adjust the appointment.
3. **Disruptive or Inappropriate Behavior:**
 - Any behavior from clients, residents, or guests that is disruptive, abusive, or otherwise inappropriate may result in immediate service termination. Our team members must be treated with respect to ensure a safe and productive environment.
4. **Violation of Policies:**
 - If clients disregard agreed-upon policies (e.g., pets not secured, unauthorized areas accessed), we may choose to cancel or reschedule the service.

If we find it necessary to refuse or cancel a service after our team has arrived at the property, a **trip fee** of 25-30% will be charged to the client's payment method on file. This fee covers the cost of our team's time and travel.

By booking with Bizer Home Services LLC, you acknowledge and accept these terms, which help ensure a safe and respectful environment for both our team and clients.

Limitations on Liability and Fragile Items

Bizer Home Services LLC takes every precaution to provide high-quality cleaning services and to protect your property. However, we have established the following limitations on liability, particularly concerning fragile or valuable items:

1. Liability for Fragile and Valuable Items:

- Our cleaning team exercises caution when handling all items on the property. However, we are not liable for damage to items that are inherently fragile, improperly installed, or prone to damage due to age or condition (e.g., loose fixtures, delicate glassware, artwork).
- Clients are encouraged to secure or remove any valuable items, such as cash, jewelry, electronics, or fragile decor, from areas scheduled for cleaning.

2. Pre-Existing Damage:

- Bizer Home Services LLC is not liable for damage to items or surfaces with pre-existing conditions. We request that clients notify us of any areas or items that require special care due to existing damage or fragility.

3. Limitations on Liability:

- Our liability for any damages arising from our services is limited to the value of the specific cleaning service provided on the date of the incident.
- Bizer Home Services LLC will not be responsible for any indirect, incidental, or consequential damages, even if advised of the possibility of such damages.

4. Notification of Damage:

- In the rare event that accidental damage occurs, clients must notify Bizer Home Services LLC within 24 hours of service completion to allow us to review the incident and determine appropriate next steps.

By booking with Bizer Home Services LLC, clients agree to these terms, which help protect both the client's property and the company's responsibility during service.

Photos and Documentation

To ensure quality control and accountability, Bizer Home Services LLC may take photographs before, during, and after the completion of services at your property. These photos are strictly used for the following purposes:

1. Quality Assurance:

- Photos help verify that all areas are cleaned to our standards and allow us to review and maintain the quality of our services.

2. Documentation of Services:

- In cases where there are pre-existing conditions or fragile items, photos provide documentation to clarify the state of these items before and after cleaning.

3. Dispute Resolution:

- Photos serve as a reference point for any concerns or claims regarding the condition of the property or items within it. This helps ensure a fair and transparent process if any issues arise.

4. Before and after photos:

- Bizer Home Services LLC may use non-identifying before and after photos of serviced areas for testimonials on our website, social media, or marketing materials. We respect client privacy, and all photos are used solely to demonstrate service quality.

By booking with Bizer Home Services LLC, clients agree to the use of photos for these purposes, ensuring transparency and accountability in our services.

Force Majeure

Bizer Home Services LLC strives to provide reliable and timely services to all clients. However, there may be circumstances beyond our control that prevent or delay our ability to fulfill scheduled appointments. These circumstances include, but are not limited to:

1. **Natural Disasters:** Events such as floods, earthquakes, fires, or extreme weather conditions.
2. **Public Health Emergencies:** Outbreaks, pandemics, or government-mandated restrictions that limit movement or business operations.
3. **Acts of Government:** Any government orders, regulations, or restrictions that impact our ability to provide services.
4. **Other Unforeseeable Events:** Situations such as power outages, transportation disruptions, or other events outside of our reasonable control.

In the event of a force majeure, Bizer Home Services LLC reserves the right to reschedule, modify, or cancel services without liability. We will make every effort to inform clients of any service disruptions as soon as possible and work to reschedule the affected appointments at a mutually convenient time.

By booking with Bizer Home Services LLC, clients acknowledge that force majeure events may impact service availability and agree that Bizer Home Services LLC is not liable for any disruptions, delays, or cancellations resulting from these events.

Refund and Re-Clean Policy

Bizer Home Services LLC is committed to providing high-quality cleaning services and ensuring customer satisfaction. Our refund and re-clean policy is designed to address any concerns you may have regarding the services provided:

1. **Re-Clean Policy:**
 - If you are not fully satisfied with the service provided, please notify us within 24 hours of service completion. We will review your feedback and, if warranted, arrange a re-clean of the areas in question at no additional charge.
 - The re-clean will focus solely on areas and tasks specified in the original service agreement. Any new or additional services will be subject to an extra charge.

2. Refund Policy:

- Refunds are issued at the sole discretion of Bizer Home Services LLC and are considered on a case-by-case basis. If, after a re-clean, you are still dissatisfied, a partial or full refund may be granted depending on the circumstances.
- Refund requests must be made within 24 hours of the initial service. Refunds are not applicable for cancellations that fall outside the stated cancellation policy or for successfully completed and accepted services.

3. Conditions for Re-Clean and Refund Eligibility:

- To qualify for a re-clean or refund, you must ensure that our cleaning team has access to all scheduled areas and that any areas requiring special attention are communicated before service.
- Bizer Home Services LLC reserves the right to deny re-clean or refund requests if conditions outside of our control—such as inaccessible areas or last-minute additional tasks—impact the quality or completion of service.

Our re-clean and refund policy ensures quality assurance and a positive client experience. By booking with Bizer Home Services LLC you agree to these terms and conditions.

Independent Contractor Clause

Bizer Home Services LLC contracts with independent cleaning professionals to provide services. By booking with us, clients acknowledge and agree to the following terms regarding our relationship with these contractors:

1. Independent Status:

- All cleaners are independent contractors and are not employees, agents, or representatives of Bizer Home Services LLC. They are responsible for providing their own equipment, managing their schedules, and carrying out services independently in accordance with our company standards.

2. Scope of Service and Liability:

- While we maintain quality control and service standards, our contractors operate independently. As such, Bizer Home Services LLC is not liable for actions or omissions by contractors beyond the agreed-upon scope of service or outside of established company policies.

3. Insurance and Liability:

- Our contractors are required to maintain their own insurance, as applicable. Bizer Home Services LLC provides general liability coverage for the scope of services under our agreement, but clients understand that contractors assume direct responsibility for any services provided.

4. Dispute Resolution:

- Any concerns or disputes related to services provided by a contractor should be directed to Bizer Home Services LLC, and we will facilitate resolution in accordance with our re-clean and refund policy.

This independent contractor arrangement allows Bizer Home Services LLC to provide flexible, professional services. By booking with us, clients acknowledge the independent status of our contractors and agree to these terms.

Customer Feedback and Complaint Resolution

We value your feedback and strive to continuously improve our services. If you have any suggestions, concerns, or complaints about our services, please follow the process below:

- **Feedback Submission:** You can submit feedback through our email at info@bizerservices.com or directly on our website.
- **Complaint Process:** If you are dissatisfied with any aspect of our service, please contact us within 24 hours of service completion. We will acknowledge your complaint within 2 business days and aim to resolve the issue promptly.
- **Resolution Timeline:** Depending on the nature of the feedback or complaint, we may require up to 7 business days to investigate and provide a resolution.

We are committed to addressing concerns in a fair and transparent manner to ensure your satisfaction.

Client Property and Confidentiality

Bizer Home Services LLC is dedicated to respecting and safeguarding the privacy and security of your property during service.

- **Protection of Personal Items:** Our cleaning team will exercise care when working around personal belongings. However, clients are encouraged to store sensitive or valuable items (e.g., jewelry, documents) securely before the cleaning appointment.
 - **Confidentiality Agreement:** Any personal or sensitive information observed during cleaning will remain confidential. Our cleaners are trained to respect your privacy and ensure no information is disclosed or shared.
 - **Secure Storage:** Any access codes, keys, or other entry methods provided by clients will be stored securely and used only for scheduled services. These will be returned promptly after service completion.
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Environmental Practices

Bizer Home Services LLC is committed to sustainable and environmentally responsible practices.

- **Eco-Friendly Products:** We use eco-friendly cleaning solutions upon request, which are free from harsh chemicals and safe for your family and pets.

- **Waste Management:** Our team follows responsible waste disposal practices and recycling wherever possible.
 - **Green Cleaning Add-On:** Clients can opt for our Green Cleaning package, which includes exclusively eco-friendly products and techniques. Additional fees may apply for this service.
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Unused Time (Hourly Services)

If your booking is based on an hourly rate, the following applies:

- **Early Completion:** If our team completes the scheduled tasks before the allotted time, they will either:
 1. Proceed with additional cleaning tasks as specified by the client.
 2. End the service early if no further tasks are required, and the full booked time will still be charged.
 - **Client Requests During Service:** Any new requests made during the appointment may extend the service time, subject to availability and approval.
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Third-Party Services or Products

To provide our services, Bizer Home Services LLC uses third-party platforms for scheduling, payments, and communication. These include but are not limited to Stripe.

- **Platform Use:** By booking with us, you agree to the terms and conditions of these platforms. We are not liable for any disruptions, errors, or data breaches that occur within these systems.
 - **Secure Transactions:** Payment processing through Stripe ensures industry-standard encryption and data security. Your payment information is not stored on our servers.
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Non-Disparagement Clause

We value constructive feedback but encourage resolution of disputes directly with Bizer Home Services LLC.

- **Disparaging Remarks:** Clients agree to refrain from posting false, defamatory, or misleading reviews about our services on public forums. Constructive feedback can be submitted through our official channels.
 - **Resolution First:** If you have concerns about our services, we encourage you to contact us directly to address the issue before resorting to public commentary.
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Service Limitations

To ensure safety and quality, the following tasks are outside the scope of our services:

- Cleaning hazardous materials or biohazards.
- Moving heavy furniture or appliances.
- Cleaning areas inaccessible without ladders over 6 feet.
- Deep-cleaning appliances unless prearranged during booking.
- Providing pest control or removing infestations.

Clients are encouraged to disclose any unique needs during booking to determine if accommodations can be made.

Service Disruptions

We strive for punctuality and reliability, but service disruptions may occur due to unforeseen circumstances.

- **Missed Appointments:** If we cannot fulfill a service due to weather, illness, or other unforeseen events, we will notify you as soon as possible and reschedule at no additional charge.
 - **Delays:** In case of delays caused by traffic or other uncontrollable factors, our team will communicate the expected arrival time promptly.
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Legal Compliance

Bizer Home Services LLC and its clients agree to adhere to all applicable local, state, and federal laws during service delivery.

- **Permits and Regulations:** Clients are responsible for ensuring that the property complies with any local regulations that may impact cleaning services.
 - **Prohibited Activities:** Cleaners will not engage in illegal activities or use substances prohibited by law during service.
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Indemnification

By booking with Bizer Home Services LLC, clients agree to indemnify and hold harmless the company, its employees, and contractors from any claims, damages, or losses arising from:

- Failure to disclose hazardous or fragile areas/items.
- Third-party actions or negligence unrelated to our services.

- Misuse of our services or materials.
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Refund for Overpayments or Errors

If an error occurs in payment processing (e.g., duplicate charges or overpayments):

- **Notification:** Notify us within 7 days of the error, and we will investigate the issue promptly.
 - **Refund Timeline:** Approved refunds will be issued within 10 business days via the original payment method.
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Severability Clause

If any provision of these Terms of Service is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.