

# Neat as a Pin<sup>®</sup> House Cleaning Service Agreement

A housecleaning Service Agreement is an agreement between Neat as a Pin<sup>®</sup> Organizing and Cleaning, who will provide house cleaning services to a Client. This type of Service Agreement is helpful because it provides the terms and conditions of the arrangement, allowing both parties to have reasonable expectations.

Neat as a Pin<sup>®</sup> Organizing and Cleaning reserves the right to make any changes to any part of this Service Agreement without giving prior notice.

By scheduling Neat as a Pin<sup>®</sup> Organizing and Cleaning services by telephone, email, text message or private message, the Client accepts and agrees to Neat as a Pin<sup>®</sup>'s Service Agreement.

## Employees

All Neat as a Pin<sup>®</sup> employees are carefully chosen and trained to provide the best possible experience to the client. To ensure that each employee knows and understand what is expected of them, a Cleaning Checklist is provided to each employee for the three different levels of clean:

- Neat as a Pin<sup>®</sup> Basic Clean
- Neat as a Pin<sup>®</sup> Deep Clean
- Neat as a Pin<sup>®</sup> Make Ready Clean

Clients have the option of creating a customized clean, which should be communicated when scheduling. For your protection and peace of mind, all employees undergo a nationwide background check, reference check, and drug screening as part of the hiring process. All employees are covered under our Workers Comp and liability insurance policy.

Whenever possible, you will have the same staff in your home for each subsequent visit. We encourage employees to communicate with Clients and Clients with staff to work to achieve a customized experience that best suits the Client.

## Payments

Payments are due in full the day of service completion. For your convenience, an invoice will be sent by email the same day services are rendered. Payments can be confidentially made by cash, check, credit/debit card, or bank transfer. Client paying with cash or check may leave payment at the home or by mail (please do not mail cash).

If an invoice remains unpaid for four (4) weeks, services will be suspended until payment has been made.

## Clutter

Neat as a Pin® strives to provide the most complete clean possible; however there are times when clutter in the home may interfere with the effectiveness of our team. While Neat as a Pin® is an organizing business, our cleaning team are not organizers. Picking up toys, folding laundry, and otherwise working around clutter will reduce the efficiency of our team and we cannot guaranty a complete clean. It is recommended that the client pick up items off the floor, put away toys, wash and put away dishes, and otherwise tidy up before the arrival of our tam to ensure the best possible service.

## Tipping

Neat as a Pin® never requires tipping, but leaves it to the discretion of the client. Should Client want to tip, please leave the tip in a clearly marked envelope.

## Refunds

Since cleaning is a very personalized and subjective service, we cannot offer refunds. We do, however, want you to be 100% satisfied with our services. We are willing to work together to come up with suitable solution and should be negotiated between the Client and the Owner of Neat as a Pin®, not the employee.

## Price Adjustments

Neat as a Pin® reserves the right to issue rate increases at any time. Clients will be notified by email and in person, when possible. As needs and conditions within a home change, increases or decreases may be necessary. Prices for regular maintenance cleaning are guaranteed not to change for twelve (12) months. If a Client discontinues then reinstates service with Neat as a Pin® after a period of three (3) months, the original price is not guaranteed and a new rate may be given.

## Parking

If there is not free parking within 1 block radius of Client's home, Client is responsible for providing our staff with any one of the following: a permitted parking space (personal or public), a valid parking permit, or cover all parking fees incurred while servicing the home. If parking cannot be found within a 1-block radius by the cleaning team or provided by the Client within a 15-minute window, the appointment will be cancelled or rescheduled. In such an event, a \$50 cancellation fee will be charged.

## Keys and Alarm Systems

Many Neat as a Pin® clients provide us with a keys to their homes; we take extreme measures to protect each key. We do not mail keys. Keys must be hand delivered in person when

returned to Client. We prefer that alarms be left off on cleaning days and are willing to communicate with Client when services are complete in order to arm the alarm.

### Lock Outs

A lock out fee of \$50 will be assessed in the event that our team arrives and is unable to access the premises for any reason.

### Arrival Window

If you wish to be present during the cleaning visit, please be advised that our team is expected to arrive precisely on time. Client is expected to be present or have made arrangements to access to the home at the scheduled time. Failure to do so may result in having to reschedule or cancel the service. A cancellation fee of \$50 will be charged.

### Cancellations and Rescheduling

We require at least twenty-four (24) hours notice for the cancellation or rescheduling of any appointment. In the event of cancellation or last minute rescheduling, a cancellation fee of \$50 will be assessed.

### Tardiness

Many things can impact our schedules, including cancellations, lockouts, etc. Should our staff be running late to the appointment, Client will be notified as soon as possible and provided with a new expected time of arrival.

### Pets

We are pet friendly but appreciate that pets are secured and safe on cleaning days. Our office should be made aware of any special requirements in safeguarding pets.

For health reasons, our staff is instructed to leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit and/or fecal matter. Our teams are advised to clean around these areas. If your pet has an accident, it will be the Client's responsibility to clean it up.

### Valuables

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectible, or unusually expensive objects, we prefer that these items are secured and put away to avoid any potential accidents. Client is responsible to let us know of any valuables not to be cleaned or handled. Please secure money, credit cards, and check books as well. While our staff is top notch, we do not want to be put into a position of being suspect. We are not responsible for missing currency.

## Broken or Damaged Items

We train our staff to take extra care with your belongings, however regrettably and although not common, there are times when items may be broken or damaged. If Client believes a Neat as a Pin® staff member damaged an item in the home, it must be reported to the Owner within twenty-four (24) hours from the completion of service in order to properly investigate the situation. If we damage anything during the cleaning service, the Client will be notified immediately. In the event of damage, we reserve the option to repair or replace the item. We cannot take responsibility for items that were broken because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface).

## Glass Shower Doors

Client is responsible to notify us if a glass shower door is not 100% secured. The Neat as a Pin® team will inspect all glass shower doors to ensure they are fully secure prior to cleaning. If, upon inspection, the team recognizes that the door(s) are not fully secure, the Client will be notified of the risks and will be given the option to decline service of the shower. Should the Client opt to proceed with the service in spite of the risks, photographs will be provided of before and after service. Additionally, the Client agrees not to hold Neat as a Pin® nor its employees responsible if this results in the shower door being damaged/broken. Neat as a Pin® is not responsible for damage due to faulty and/or improper installation of any item.

## Extra Services

If the Client requires extra services or additional cleaning to your scheduled cleaning day, please contact us 48 hours in advance so that we may allow the extra time needed to complete the requested tasks and provide an estimate for the cost difference.

## Lifting, Climbing and Bending

**Our employees are very important to us, and we are determined to keep them safe, so they do not climb higher than a 3-foot step ladder, move or lift items heavier than 20 lbs., or clean floors on their hands and knees with the exception of bathroom floors.**

These types of activities put our cleaning staff in danger of back injury or could even damage something in the home. There might be times, however, when furniture should be moved to complete a thorough clean, (i.e. large chairs, tables, etc.) in these cases we are not responsible for damage due to aged/old or faulty manufacturing nor are we responsible for damage moving these items may cause to the floor. The cleaning team will not move furniture containing electronics. The cleaning team will not move any appliances (refrigerator, washer/dryer, stove) for cleaning, however, if it is already moved prior to cleaning, we will be happy to clean exposed areas. We ask that the Client returns appliances to their proper place as well.

## In-home Climate Control

In-home temperatures should be comfortable prior to the start of service. Under no circumstances will services be performed in an environment that is not physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold. In the event that the appointment is cancelled due to uncomfortable conditions within the home, a \$50 cancellation fee will be charged.

## Exclusions

Our cleaning staff DOES NOT perform the following services:

- Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained or equipped to safely clean these items. We recommend Rainbow International or Restoration One for these situations.
- Neat as a Pin® reserves the right to refuse service to any home with ANY insect infestation (including seasonal). In the event that an infestation is identified, the cleaning team will leave the property. The Client will be contacted immediately and charged for the time spent on premises or a \$50 cancellation fee.
- Clean the interior of curio cabinets or hutches.
- Provide any pet or children-related services, nor empty diaper pails.
- Clean or shampoo carpet.
- Clean chandeliers.
- Provide stain removal.
- Clean exterior of windows.
- Remove paint.
- Service outdoor areas.
- Clean areas above the reach of a 3-foot ladder.
- Clean animal waste or litter.
- Move or lift items over 20 lbs.

## Privacy and Confidentiality

Neat as a Pin® takes your privacy very seriously. At no time will we ever share any Client information with any outside source.

