

# Clean Sweep of America

PMB 219, 520 S. Mendenhall #12, Memphis, Tennessee 38117

## Terms of Service

Voice Number for questions: Memphis region (901) 861-3967, Nashville region (615) 719-1628

To avoid misunderstandings, we have provided some explanations of our services and procedures. Acknowledgement of these provisions with your signature is *required* before we can provide any services to you. We appreciate your understanding, and thank you.

1. Clean Sweep is a quality professional cleaning service. We are fully licensed, insured and bonded for your assurance and peace of mind. We are responsible for all appropriate payroll taxes, carry workers-compensation insurance, and take pains to ensure a true living wage for our employees.
2. We guarantee consistent quality cleaning services. We employ reliable, hard-working and trustworthy cleaning technicians who are driven by our commitment to excellence and our high quality-assurance standards. We are *not*, and never will be, a typical 'maid service'.
3. A word about estimates: These are exactly that: informed *guesses*, based on information you provide us, on what a given job may cost. We must emphasize they are NOT binding. In particular, estimates are not provided, or intended, as a fixed "price not to exceed" or as a 'cap' on the amount you will be charged. While we endeavor to provide as accurate an estimate as possible, we must emphasize that *the actual cost of work will be \$26 per person per hour* regardless of any numbers given in estimates. You may, of course, request a 'price not to exceed,' or request to be notified when the cost approaches a particular amount, but these details must be negotiated and documented **in writing, with a member of Clean Sweep management**, before work begins. *This is our sole policy regarding estimates, and no employee is authorized to modify, make exceptions from, or deviate from it for any reason.*
4. We will provide all necessary equipment and supplies (although we are happy to use yours when requested). We use only high-quality, name-brand products to ensure the best possible job. We have distinctive competence in using 'green' products and methods, and will do so in your home upon request (additional charges for material and time may apply).
5. The cost of our service is currently **\$26, per person, per hour**. Any price or 'numbers' we quote or charge is derived from that figure, and is not given to you as a 'lump sum' or standard amount. The amount we will charge for our work is taken directly from the time worked and the number of people working (with the understanding that we never intentionally 'pad' or 'stretch' either). The rate is the same for 'spring' and 'regular' cleaning, with the difference in price between those types of cleaning reflecting the increased time needed for more intensive and thoroughgoing work.
6. We normally work in crews consisting of two to four professionally-trained cleaning technicians. Every crew includes a team leader who supervises the work, independently checks proper completion of every task, and ensures consistent quality workmanship.
7. When the team arrives at your home, please confirm clearly to our team leader the areas of your house that you wish cleaned, and any additional or special work you wish to have done. The team leader will then contact Clean Sweep management, who will then evaluate and assess

the amount of time and work needed to complete the job as you define it, and determine the charge accordingly. Please note that *no one except Clean Sweep management is empowered or authorized to determine cost or price, or to provide or confirm service terms to you.*

We repeat that the cost of work will be *\$26 per person per hour, for the time needed to complete the work as determined.* Before work is done, we will provide you with a copy of this understanding, and a copy of our quality-assurance checklist if you wish to use it.

Should you determine you wish service for additional areas at a subsequent time, please notify Clean Sweep customer service at least four (4) days in advance, and our management will adjust the schedule and your billing to incorporate your desired changes. While we will attempt to accommodate last-minute changes to your requirements, we cannot guarantee that our schedule will permit. While you may discuss these issues with our team leader, we must emphasize that *no discussions with our employees are binding unless explicitly confirmed with management.*

8. It is our policy that our crews will not smoke or eat in your house or on your property.

9. Prior to our arrival, please remove or 'correct' all items or situations that may delay our cleaning service. This will maximize efficiency and minimize the time we spend to clean your home. We will be happy to address any such issues, of course, but we will have to add the additional time to your bill and charge you accordingly at our rate of \$26 per person per hour.

**10. Schedule Issues, Changes or Cancellations:** While we do our best to arrive at your premises precisely at a scheduled time, we follow standard scheduling policy in the service industry by providing 'windows' of time, rather than a fixed time guarantee for our arrival. We strongly recommend that you provide us with a key, codes, or other access means when that is possible, or else arrange that you have no other time constraints during the morning or afternoon "window" in which your work has been scheduled.

In order to help retain quality personnel, and due to the increasing cost of travel, we now strictly enforce our cancellation-notice policy. If you cancel a scheduled visit with less than 24 (twenty-four) hours' notice, except in emergency, you will be liable for a \$25.00 fee. Emergency cancellations with less than 4 (four) hours' notice will incur the same \$25.00 fee. Cancellation or 'no-show' at the time of our arrival at the premises will incur ***full charge for the time reserved, including travel time.*** While we understand that accidents and surprises do happen, it is comparatively simple to call us right away rather than wait till the last minute.

In the event that you wish to change a scheduled cleaning-service appointment, you must notify Clean Sweep not less than two (2) days in advance. We reserve the right to charge a fee (not in excess of that for cancellation) if you give us shorter notice, and the change results in lost income for our employees on a particular day.

If any scheduled cleaning is skipped and not re-scheduled for the soonest available time, Clean Sweep reserves the right to charge a reasonably higher rate for your next scheduled visit, due to the extra time needed to complete a delayed cleaning service to our high standards.

If you wish to terminate or suspend your cleaning-service relationship with us, we request that you notify us at least two (2) weeks in advance.

**11. Temporary Suspension of Services:** If you will be away from your house for an extended period of time, we request that you schedule the cleaning service just before you leave, but not after you leave. This is to ensure that you see our work within the guarantee terms, and that you will be the last person to leave your home.

12. Please be sure your home is accessible to our cleaning crews. If you are not at home when we come to clean, please deactivate your security alarm prior to each scheduled visit, or provide us with a code. If our cleaning crews are unable to access your home or if our crew is turned away when they arrive (for any reason), you will be charged fifty percent (50%) of the bill due for the service that would have been performed.

13. For safety reasons, we require that your children be supervised *at all times* while our staff and our chemicals and equipment are present in your home.

14. Please secure all pets that are dangerous to our employees inside and outside of your premises. Clean Sweep is not responsible for cleaning up after pets. We reserve the right to make additional charges when pets are or have been present in your home.

15. If you have any irreplaceable, collectable, or expensive objects, or valuable property, we ask that these items be secured or put away in order to avoid painful accidents or misunderstandings.

16. Clean Sweep cannot be, and will not be, responsible for damage to items in your home that is due to faulty or improper installation, placement, or maintenance, or is a result of preexisting conditions or damage. Please inform us of any items or areas in your home that require special attention in these regards; we will note them *in writing* at that time to ensure there will be no misunderstandings.

The cleaning crew's team leader, or our customer service, will immediately notify you of any accidental damage that may occur during a service. In the event that you find any damage in your home or on your premises that you believe may have been caused during our cleaning service, you must notify Clean Sweep within two (2) days after service for a claim for compensation to be considered.

17. For safety reasons, our cleaning technicians are prohibited from using tall ladders or moving/lifting heavy items or furniture, and are instructed to wear shoes with non-slip soles in your home at all times. While we will make all reasonable arrangements to provide a technician on a special basis to perform work that involves climbing or lifting, we cannot and do not guarantee that such work can be done on any given service date. We thank you in advance for understanding.

18. Payment must be *made* by the time of service, either by check payable to "Clean Sweep of America" (and not to any other name) or by providing valid information for one of the credit cards our service accepts. If full payment cannot be made promptly upon completion of our cleaning service, we reserve the right to add a \$5.00 invoicing fee to the amount of your service. We also reserve the right to assess a deposit in advance of work, for valid business reasons; we will promptly credit any remaining amount of such a deposit back to you once full payment for the actual work has posted successfully to our account. Any outstanding balance for services, including any fees or other charges, must be paid in full before we can perform future cleaning services for you.

Any NSF or stopped-payment checks, or issues that cause a credit-card payment to fail or charge back, will incur additional charges, including (but not limited to) the fees charged by our financial service providers, and in any case not less than thirty (30) dollars per instance. More than two (2) instances of returned checks may result in our requiring an alternative method of payment (credit or cash). Please remember that in Tennessee, stopping payment on a check once service has been rendered, to avoid paying for that service, is not legal.

19. We strive to exceed your expectations for quality cleaning services, and to inspect our work carefully and thoroughly before we leave your home. Therefore, we have a no-quibble reasonable-satisfaction quality guarantee: We are happy to return as necessary, at no further cost to you, to fix or re-do any work you find reasonably unsatisfactory, when you tell us within

24 hours after the end of the scheduled time the work was done. If, after your inspection, you find any detail of our service unsatisfactory, please contact us *within the 24-hour term of our quality guarantee* so we can make arrangements to correct the issue as soon as possible.

We would like to note that the guarantee refers to the *quality* of service, not to the dollar amount billed or due, or to assessed fees or other charges. Of course, it applies only to the scope and details of work actually contracted for. *It is not our policy to reduce the amount we have billed for the work, or make other adjustments or discounts to the expected amount of payment for the work, under the satisfaction guarantee.* Please note that refunds or discounts are not offered under the quality policy -- we will correct any and all issues to your reasonable satisfaction, whatever that may involve. Requests received by our office after the 24-hour guarantee period has elapsed will be addressed at your next house cleaning, and details incorporated into the scope of future work as appropriate.

20. To protect our interest and investment in training and procedures, we have all our employees sign a one-year non-compete agreement before they can receive a first paycheck from us. Should an employee leave Clean Sweep for any reason, they will not be able to work for you in any aspect of cleaning (or other service that Clean Sweep provides) for that one-year term, unless we give specific written permission. Our employees are of course not permitted to solicit work from you 'on the side.'

In protection of our rights, and as a minimum response to violation of the valid non-compete agreements we have with our employees, we will charge a \$2500 fee to any client who engages in hiring any of our employees, either while they are employed by us (whether active on your particular job(s) or not), or within the year-long period following the employee's last day with Clean Sweep of America, Inc.

21. We reserve the option to increase our fees and charges (with notice to you before further work is done, of course) in accord with market conditions and situations. This specifically applies to additional travel charges when transportation costs increase.

22. Referrals: Clients will receive a \$25 discount on one (1) cleaning service for each referral of a new customer to Clean Sweep. This discount becomes effective after the referred customer's third (3<sup>rd</sup>) cleaning has been successfully completed in all respects. We have additional discounts for more extensive levels of referral commitment; please contact our customer service for the present details.

23. We wholeheartedly appreciate, and encourage, any constructive suggestions you have to improve our services or any other aspect of our business. Please visit our Web site at [www.cleansweepofamerica.com](http://www.cleansweepofamerica.com) and complete a performance evaluation so we can serve you even better. We also encourage you to complete a fair and truthful rating and review with any service you used to locate us, or with services such as Angie's List ([www.angieslist.com](http://www.angieslist.com)). Thank you again for considering Clean Sweep of America!

I understand and acknowledge the above

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