

X-TREME CLEAN CLEANING AGREEMENT

- _____ X-Treme Clean reserves the right to re-evaluate rates at any time based on the time it is taking to perform our service to meet the client's standards.
- _____ Please make sure that we can enter your home, either by providing us with a key, a code, or leaving a door open. We reserve the right to assess a \$35 fee if we receive less than a 12-hour notice for skips, cancellations, or if our staff is unable to gain entry. There will be a 20% additional charge if service is skipped two or more consecutive times.
- _____ Payment for service may be made by cash or check and placed in an envelope on the counter. Payment arrangements are discussed and agreed upon prior to commencement of service. If client opts to pay by check made out to XC applicable sales tax must be added.
- _____ Client agrees to pay the price quoted at the bottom of this document at the time of service. A \$10 (minimum) handling fee will apply if payment is not received at the time of service.
- _____ Payment for move-out cleans must be in cash unless received three days prior to day of service.
- _____ All bank charges incurred due to NSF checks will be passed on to the client at the flat rate of \$35 per check.
- _____ While we make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. XC must be notified within 48 hours of service if damage is discovered.
- _____ If we are specifically requested to clean inside a hutch/china cabinet, dust any computer equipment or wash dishes, the client agrees not to hold X-Treme Clean or any of its employees responsible for damage to any article or component.
- _____ Please note that we are a *cleaning* service and 'picking up' of children's toys, clothing, laundry etc. is not included in the quoted price. Please ensure we are able to *clean*; in other words, if we can't see the floor, we can't vacuum it.
- _____ XC is not responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.
- _____ Your pets are important to us. For their safety as well as ours, please let us know how they should be handled.
- _____ Please let us know if you have a preference for a certain product and we will do our best to accommodate your needs. If products are specific to your household (i.e., granite cleaner, specific floor cleaners etc.), please provide.
- _____ We do our best to be as flexible as we can with the schedule to accommodate the needs of all our clients. During the holidays we appreciate your flexibility as we attempt to fill our clients' many requests for additional service.
- _____ X-Treme Clean (XC) may change the Terms and Conditions of this agreement upon reasonable notice to our clients.

X-Treme Clean is so confident that our employees will provide the highest quality service available that we are willing to offer you this guarantee.

If you aren't 100% satisfied with our services for any reason, we will:

- 1 – Come back to your home and re-clean to your satisfaction, or
- 2 – Give you a partial credit toward your next cleaning, or
- 3 – Refund your money in full

Client: _____ Signature: _____

Fee/Frequency: _____/weekly; _____/bi-weekly; _____/monthly

First time clean: _____ Initial Date of Service: _____

Date: _____ XC Representative: Cathy Bashaw/Owner