



TERMS & CONDITIONS OF SERVICES

At The Cleaning Ladies, LLC., we make it our mission to provide you with the highest quality cleaning services and the confidence to entrust us with the care of your home and/or business. We take your satisfaction seriously. We kindly ask that you please read and understand this document in its entirety, especially the **Customer Agreement** section at the end.

Our Services

Visits:

Recurring visits are between one and four hours long, depending on the needs of your property and quantity of cleaners providing the cleaning services. Our cleaners will perform only the cleaning tasks mentioned in Our List of Residential Cleaning Tasks (or Job Specifications for commercial customers) that each customer receives prior to the Initial Deep Clean Service. The Initial Deep Clean Service is performed prior to any recurring cleaning service arrangement. This service is priced higher than every other subsequent cleaning service due to the Cleaning Team's unfamiliarity with the property and the additional time required to get the property up to speed with our standards of cleanliness. In an effort to maximize efficiency while cleaning, we kindly request that our customers make every effort to pick up as much clutter as possible before the arrival of the Cleaning Team so that the cleaners can spend more time actually cleaning and less time picking up. Although we make every effort to arrive on time for scheduled cleaning appointments, we cannot guarantee it due to traffic delays, weather conditions, or delays at other customers' properties. Because we do not bill our customers on a per-hour basis, we cannot afford to spend any additional time performing tasks that are not mentioned in Our List of Residential Cleaning Tasks (or Job Specifications for commercial customers) or have the cleaners wait until an area becomes available to clean due to it being used or occupied during the cleaners' time at that property. We kindly remind our customers to be considerate of our time (and schedule) while our cleaners are servicing their property. If you feel that having our cleaners at your property during certain hours of the day has become inconvenient, please contact us and we will come up with an alternative solution together.

Customer Support:

We provide customer support available to all customers for rescheduling, postponements, complaints, comments, requests, concerns, or questions either by e-mail at info@cleanbyladies.com, via text or phone call at 703-342-2149 (Stephanie – Operations Manager), via phone call at 703-932-5903 (Antonia – Field Manager), or by calling our office at 703-264-0191. *Any inquiries via e-mail or messages left on our office phone will be responded to within one business day.*

Satisfaction Guaranteed:

Occasionally, our cleaners make mistakes - misplacing trash in the improper receptacle or not dusting a top shelf. You can rest assured that we hold ourselves accountable for these mistakes. As with all new relationships, miscommunication happens. We would never ask you to accept any mistake, because your complete satisfaction is our priority. We will have our cleaners return to clean specific, unacceptable areas that are reported to us within twelve (12) hours of the unsatisfactory cleaning service at no additional charge.

Hours of Operation:

We will provide services to residential customers from 8:00AM-7:00PM, Monday through Friday. We will provide services to commercial customers as our cleaning schedule allows. Our office is open from 9:00AM-6:00PM, Monday through Friday. We are able to provide services during weekends on an as-needed basis (and as our personal schedule allows) *at an over-time rate.*

Observed Holidays:

We will not provide cleaning services during the following holidays: July 4th, Thanksgiving, Christmas, Memorial Day, New Year's Day, and Labor Day. If your recurring, scheduled cleaning service falls on a mentioned holiday, we will contact you in advanced and re-schedule that particular service to accommodate the holiday at no additional cost. If you will not require a scheduled cleaning service on an Observed Holiday (or any other holiday), please let us know as soon as possible.

Inclement Weather:

We will provide limited, delayed, or no service during periods of inclement weather and will reschedule any existing appointment in a timely manner at no additional cost to the customer. We will not provide services during hurricane-like weather. Limited or delayed service may occur in extreme thunderstorms, in dangerously cold or hot conditions, and in any city- or state-declared weather emergency. In the event of severe winter storm conditions, we will contact customers the morning of a scheduled cleaning appointment to determine whether or not we would be able to provide cleaning services that day. If applicable, we kindly request that our customers clear their driveways and sidewalks of any snow and remove any potential slip hazards (i.e. ice). Safety for our staff and the general public is our goal.

Chemicals, Equipment, and Supplies:

We use our own equipment, chemicals, and supplies. If a customer requests that our cleaners use their own equipment, chemicals, or supplies, please understand that we will not be able to guarantee the quality or results of our cleaning. We prefer to use our own equipment, chemicals, and supplies at every property we service because after years of trial and error, we have carefully chosen our proper equipment, chemicals, and supplies that enable us to clean a property with maximum efficiency. In addition, if we are asked to use any equipment (i.e. vacuum or steam mop) belonging to a customer, we would ask that the customer assume responsibility to upkeep and maintain said equipment for our continued use. If you have a preference in what is used in your property, please feel free to contact us so that we may accommodate you.

Service Options:

Residential customers have the option to receive One-Time (e.g. Initial Deep Clean), Weekly (Every Week), Bi-Weekly (Every Two Week), or Monthly (Every Four Week) Cleaning Services. Commercial customers have the option to receive One-Time (e.g. Initial Deep Clean), Weekly (1X Weekly), 2X Weekly, 3X Weekly, 4X Weekly, or 5X Weekly Cleaning Services. We also offer Special (or Additional) Services (see our **Special (or Additional) Services** section for more information).

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THE CLEANING LADIES, LLC

Damaged/Missing Property:

We advise all customers and potential customers to secure all valuables, including jewelry, cash or any items of value. A closed door or drawer is the customer's signal to the cleaners that the area does not need cleaning. We treat each property with great care, but regrettably, though not often, accidents happen but rest assured, we hold ourselves accountable for our mistakes and will gladly repair or replace any damaged property at our own expense. We reserve the right to repair damaged property via our own means and methods in the most affordable fashion that will restore the damaged item (or area) to its original condition. Any item deemed irreparable will be replaced with an item of equal, *current* market value. Although our employees are instructed to contact our office immediately if any of the aforementioned were to occur, in the event they fail to do so, any damaged property must be reported to us within twenty-four (24) hours of the last cleaning service rendered. Any missing property must be reported to us within forty-eight (48) hours of the last cleaning service rendered. In addition, it is not our policy to reimburse any claims resulting from an alleged theft or damage, without the explicit, clear and incontrovertible proof, that The Cleaning Ladies or an agent of The Cleaning Ladies was singularly responsible. The filing of a police report is not considered incontrovertible proof. A thorough investigation by our management will be conducted in the event of any claims resulting in damaged and/or missing property. As the saying goes, pictures speak a thousand words – in the event of any claims involving damage, we would ask for pictures (taken either by our staff or by the customer) of the property in question. The focus of these pictures will solely be of the damaged property and not on any personal property (other than what was allegedly damaged). Since all damaged/missing property is reported to our insurance provider, we utilize pictures or video footage as a visual means to expedite the claims process but these pictures must be submitted within the strictly enforced time frames mentioned above. If any missing or damaged property is not reported within the specified time frames, we will not be held liable to repair, replace, or provide compensation of any kind in case of any resultant damages or losses.

Insurance and License:

A certificate of insurance is available and is provided to all new customers. We are registered and licensed in the County of Loudoun in the state of Virginia.

Cleaning Rate and Cleaning Plan:

Some critical factors (amongst several others) that determine a Cleaning Rate are: desired frequency of our cleaning services and amount, size, and type of cleanable area. If you wish to modify the services you are receiving, please contact us and we will reassess your Cleaning Plan (and Cleaning Rate) accordingly. Cleaning Plans are assigned to each customer before the Initial Deep Clean and serve as an overview of the services being received. Cleaning Plans (and Cleaning Rates) are subject to re-evaluation every six (6) months by The Cleaning Ladies and we will discuss all necessary adjustments accordingly with each customer on an individual basis.

Cleaning Reminders:

Any customer whose property we service on a Monthly (Every Four Week) basis will receive a Cleaning Reminder Notice a few days prior to a scheduled cleaning appointment. Any customer with a more frequent cleaning schedule will *not* receive a Cleaning Reminder Notice prior to scheduled cleaning appointments.

Biohazards:

Accidents happen and we are well aware of the fact. Please let us know prior to your scheduled cleaning service if any incident involving any biohazards were to occur in your property. We are willing to clean animal cages, litter boxes, animal droppings, human feces, urine, vomit, or other similar biohazards only for an additional amount to be determined at the time of need.

Special (or Additional) Services:

Currently, our offered Special Services include: Move In Cleaning, Move Out Cleaning, Post Construction Cleaning, Window Cleaning, Special Event Cleaning, and Carpet & Upholstery Cleaning (via third party partner company - Bermon Carpet Cleaning). Our offered Additional Services include: Refrigerator Cleaning, Oven Cleaning, Fireplace Cleaning, and Commercial Sign Cleaning. Any Special (or Additional) Service requests must be communicated to our office prior to the arrival of the Cleaning Team. We consider and recognize all scheduled One-Time (e.g. Initial Deep Clean or 'As-Needed' Cleaning) services as Special Services.

We ask that all existing customers notify us prior to any construction-related activities or special events (including parties) that may take place at their property so that we can adjust our schedule to accommodate the additional time required to get that property back up to speed with our standards of cleanliness. Our cleaners will not be able to service an existing customer's property in the event of any obvious construction-related activities or special events that were not anticipated nor communicated to our office prior to the cleaners' arrival on a scheduled service day. In the event of our Cleaning Team arriving to an existing customer's property where obvious, construction-related activities or special events have taken place (and were not communicated to us prior to their arrival), our cleaners will not service that property and we would have to postpone services until we can successfully reschedule our cleaning services. That customer will be liable for paying any accrued *Postponement Surcharge(s)* (see our **Reschedule/Postponements** section for more information) on/by the next scheduled cleaning service (or in addition to that month's Account Statement balance for commercial customers). Please read the **Payment** section of this document for further information on how to pay for a Special (or Additional) Service.

Special Announcements:

Please make sure to visit our website, www.cleanbyladies.com, regularly for any special announcements or news regarding our company. Any announcements or news will be found on the homepage of our website.

Non-Solicitation:

During and after the term of our service agreement, described herein, any of The Cleaning Ladies, LLC. customers, both present and past, on their own behalf or on behalf of others, directly or indirectly, shall not induce or attempt to induce any of our personnel (or 'staff') to leave their position with The Cleaning Ladies, LLC. for their own personal benefit or benefit of others.

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THE CLEANING LADIES, LLC

The Cleaning Ladies will:

1. complete the agreed upon cleaning tasks mentioned in Our List of Residential Cleaning Tasks (or Job Specifications for commercial customers) in accordance with your Cleaning Plan on each cleaning visit with the necessary manpower.
2. use our own cleaning equipment, chemicals, and supplies; we will make sure to have adequate chemicals and supplies along with the proper equipment on each visit (unless the customer has opted for us to use equipment, chemicals, or supplies that we do not provide)
3. abide and adhere to our own Terms & Conditions of Services where applicable.

The Cleaning Ladies will not:

1. be held liable for any pre-existing damage to property.
2. provide service during the summer months to properties without adequate air-conditioning
3. provide service during the winter months to properties without adequate heating.
4. operate washing machines, dryers, stoves, or other electric, gas, or kerosene appliances.
5. operate any motor vehicles.
6. throw circuit breakers or replace fuses.
7. let in service people such as water meter readers, UPS drivers, etc. *without prior notice or consent.*
8. access any phone or answering machine.
9. distribute, duplicate, or sell any customer information such as; names, addresses, e-mail addresses, telephone numbers, keys, garage codes, and alarm codes with any other company, organization, or person(s).
10. move or alter the positioning of any heavy furniture (in excess of 30 pounds).
11. climb ladders.

Rescheduling/Postponements:

1. Any cancellation requests, that is if a customer would like to skip or alter a scheduled cleaning service, is deemed as a "Postponement" by our company (assuming that the customer is not officially terminating services) and will be addressed as such for the remainder of this document. A Postponement results in a *Postponement Surcharge* as described below.
 - a. If a scheduled cleaning service is postponed (or suspended by The Cleaning Ladies), we impose a surcharge of \$10.00 per week that our services are postponed (or suspended) that must be paid on/by the next scheduled cleaning service.
 - Please refer to the FAQ's section of our website for further explanation and reason for this surcharge.
 - This surcharge will not be assessed if a scheduled service is postponed but successfully rescheduled within the same work week (Monday-Friday).
 - This mentioned surcharge is in effect for all residential and commercial properties (commercial properties that are no greater than 1,500 square feet) that receive a recurring cleaning service by The Cleaning Ladies. If your commercial property exceeds 1,500 square feet, please contact us today to see what *Postponement Surcharge* would be applicable.
 - Any failure to pay the mentioned surcharge may or may not result in temporary suspension of cleaning services performed at the property until all accrued surcharges are paid in full. Any resultant suspension of services will be explained in writing with sufficient detail and sent to the customer. In order for us to reinstate our services to a customer who has had their services suspended, all outstanding balances must be paid in full.
 - *Postponement Surcharges* are in effect regardless of the reason (except for those stated in the **Inclement Weather** or **Observed Holidays** section of this document) for which services had to be postponed (or suspended) initially. This surcharge(s) can also be voided if we perform an Initial Deep Clean Service at the Initial Deep Clean Rate (per our Proposal – without any applied discounts).
2. Please phone or e-mail (and get confirmation) for all rescheduling or postponement requests. We kindly ask that all customers please notify us at least twenty-four (24) hours in advanced prior to any scheduled cleaning services for all reschedule or postponement requests. This will help us in maintaining efficiency in our schedule. Also, please contact our office for any reschedule or postponement requests and not our Field Managers to ensure requests get to the responsible scheduler.
 - a. For residential customers, any excessive (2 or more) reschedule or postponement requests (or actions) of less than twenty-four (24) hours' notice, or no notice at all, within a thirty (30) day period will result in a one-time *Cancellation Fee* that will be assessed to the Cleaning Rate (at the time of the described request or action) that must be paid on/by the next scheduled cleaning service. For commercial customers, specifics regarding this policy are mentioned in our Proposal. A notice in writing would be sent to the customer with sufficient details regarding the mentioned *Cancellation Fee*. Any failure to pay the mentioned *Cancellation Fee* may or may not result in the temporary suspension of services performed at the property until this fee (and any accrued *Postponement Surcharges*) is (are) paid in full. Any resultant suspension of services will be explained in writing with sufficient detail and sent to the customer.
 - It is the responsibility of the customer to notify the management at The Cleaning Ladies in case of any power outage or water shortage. Allowing the cleaners to arrive to the serviced property with no electricity and/or water will be equivalent to rescheduling or postponing a scheduled service within twenty-four (24) hours without prior notice to The Cleaning Ladies. Resultantly, the customer will still be liable for paying for that particular service in full, despite what tasks were not completed due to lack of electricity and/or water.

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- b. In the event a customer decides to reschedule a scheduled cleaning service, please understand that we will try our best to comply with any requested date (if given) or propose a date near that coincides with our schedule. Alternatively, if we are unable to successfully reschedule any customer on/near a requested date, we will simply skip that service and proceed with the following scheduled service per the originally agreed upon Cleaning Rotation (per their Cleaning Plan). Unfortunately, the customer will still be liable for any accrued *Postponement Surcharge(s)*. We will notify each customer on an individual basis if a *Postponement Surcharge* applies to any desired postponement, regardless of length.
 - We cannot guarantee our compliance with any requested, rescheduled cleaning date because we carefully coordinate and plan our cleaning schedule in the beginning of each month. We have to take into consideration the current scheduling of our other customers when picking a rescheduled cleaning date for anyone else.

Payment:

Currently, we accept check or cash payments for rendered services. ACH deposits (for commercial customers) are also an option. In the near future, we will be accepting credit card payments. If for any reason the customer has an outstanding account balance and has failed to pay in full such outstanding balances, in addition to the amounts owed to The Cleaning Ladies, LLC., the customer agrees to be responsible for all reasonable collection and attorney's fees The Cleaning Ladies, LLC. may incur in seeking to balance the customer's account.

1. We kindly ask that all residential customers leave a check (or cash) payment in the amount (of the Cleaning Rate) mentioned in their Cleaning Plan at the serviced property on each service day. Please make all checks payable to "The Cleaning Ladies, LLC." or simply, "The Cleaning Ladies".
 - a. Residential customers who repeatedly fail to leave monetary payment at the serviced property, without prior notice to The Cleaning Ladies, may or may not result in the temporary suspension of services performed at the property until any and all unpaid balances are paid in full. Any resultant suspension of services will be explained in writing with sufficient detail and sent to the customer.
 - b. All residential customers receiving a Special Service must pay for the rendered service on the date which that service(s) was completed.
 - c. All residential customers receiving an Additional Service must pay for the rendered service in addition to the agreed upon Cleaning Rate, on the date which that service(s) was completed.
2. Commercial customers are sent an Account Statement via e-mail on or around the first of each month for the services rendered during the prior service month. The Amount Due (or Total Due) must be received by our accounting department by the due date mentioned on the Account Statement to avoid any *Late Fee(s)*. Payment instructions will accompany each Account Statement. Commercial customers will also receive login credentials to an online portal.
 - a. Commercial customers are required to pay any Amount Due (or Total Due) mentioned on the Account Statement on a Net 15 Payment Term, unless otherwise agreed upon. Payment for rendered services must be received by our accounting department within fifteen (15) days after the first of each month, or the date which Account Statements are sent to the customer.
 - *Late Fees* are strictly enforced by our accounting department and must be paid in addition to any amount owed to The Cleaning Ladies as soon as possible. Any failure to pay such *Late Fees* (and any other amounts owed) may or may not result in temporary suspension of services performed at the property until any and all unpaid balances are paid in full. Any resultant suspension of services will be explained in writing with sufficient detail and sent to the customer.
 - c. All commercial customers receiving a Special (or Additional) Service will be billed for that service and this amount will be reflected in that month's Account Statement (or Invoice).
3. Any Non-Sufficient Funds (NSF) check issued to The Cleaning Ladies, LLC. will result in a *NSF Fee* of \$50.00 per check issued that must be paid immediately. We will contact customers on an as-needed basis in the event of the issuance of any NSF check. All checks issued to The Cleaning Ladies will be cashed within ten (10) business days.
4. Occasionally we barter for services. If you offer a professional service that you think may be of use to us, please feel free to ask! We've bartered services for car maintenance, T.V. repair, landscaping and more. Bartering is one way that communities and small businesses can help each other grow and save money.

Our Terms & Conditions of Services:

Our Terms & Conditions of Service are subject to change at any given time. We will provide an announcement on our website when any changes are made to this document. We advise that our customers print the most up-to-date copy of our Terms & Conditions of Services for their records (copies can be printed in the "Terms & Conditions of Services" tab on our website).

Termination of Services:

We do not require any signings of a contract to instate our services and therefore, do not implement any penalty for terminating our services. Our services may be terminated at any time and for any reason. If we are in possession of a key, it will be returned within seven (7) days via a mutually agreed upon method. Any records containing entry codes and personal customer information will be deleted from our database within 48 hours.

Customer Agreement:

By allowing any of The Cleaning Ladies, LLC. personnel to arrive to and/or enter a property to render an agreed upon service, Residential and Commercial Customers agree to adhere to our Terms & Conditions of Services. Commercial Customers also agree to the provisions set forth in the Disclaimer Statement section of our Proposal.