



## Crystal System Cleaning Service Agreement

### Terms of Service

Please contact our office to speak with a friendly Customer Service representative who can assist you with any information regarding your service appointments. We ask that you contact the office and not the housekeepers regarding specific instructions regarding your cleanings. This will ensure that all information regarding your cleaning is thorough and up- to-date.

**Customer agrees to pay the price quoted at the time of the service** - you are required to book your appointment with a credit card **however your card will not be charge until after the cleaning**. Your card will only be charged if Cash or Check is not given to the housekeeper.

All bank charges due to **Not Sufficient Funds (NSF)** Check payments will result in a **\$30 fee per check**. A chargeback made by a customer will result in a **\$50.00 fee and may result in the customer being sent to a Collections company if the dispute is not settled**.

**Crystal System Cleaning accepts the following forms of payment:** Visa, Mastercard, Discover, American Express, Cash and Check. Please note that our services are a taxable service and tax must be paid regardless of payment method.

The client must allow us to enter the home at the scheduled appointment time. There will be a **fee in the full service amount for any appointments missed due to inability to gain access to the home**.

Keys may be supplied to us for convenient entry. Please fill out a Key Release Form for this free service, along with two (2) sets of keys.

**Cancellations** -If a cancellation or rescheduling to your service is made less than 24 hours from the booked service time, there is a **\$60 fee**.

### Damages

Any damages discovered should be reported to us within 24 hours of the service date. Crystal System Cleaning is not responsible for any damage to an item due to improper installation of that item, or improper instructions given to the cleaner. If you ask cleaners to do services what is not included in the check list, then the client agrees to not hold us cleaners or any employee responsible for damage to any item or component.

Crystal System Cleaning reserves the right to contract suitable professionals to repair damages.

Any items deemed irreplaceable by the customer (whether materialistic or sentimentally valued) or any items of greater value should be stored and not cleaned.

In the event that you request a housekeeper to perform a laundry service, you must give proper instructions regarding the care of the items laundered.

Crystal System Cleaning is not responsible for any damage to clothes.

**Guarantee** - your satisfaction is guaranteed. In the event of a customer finding a service to be dissatisfactory to their standards, we will send a cleaner back to the home to complete the items on the checklist that were underperformed. The complimentary return service will only include those items deemed unsatisfactory and must be reported within 24 hours of the service date. Refunds are not granted.

**Cleaning Products** - we will be providing the basic cleaning supplies needed to clean your home. We ask that you provide a broom & dust pan, mop, toilet brush and vacuum if you have carpeted areas.

Also you may provide your own cleaning supplies and equipment, if preferred.

**Safety** - Employees are not to lift anything over 20 pounds. The location of any firearms should be disclosed.

**Valuables** - Please safely secure heirlooms and collectibles prior to cleanings. Please advise of fragile items (and their care) in special account instructions.

**Field Managers/Training Managers** - Field Managers or Training Managers may enter your home to make follow-ups on cleaners or for training purposes.

**Pets** - Please disclose if pets are at the location. We use select products that are safe for pets to be around. Please make sure that your pets in a cage or in separate room from the cleaner. At your own risk, you can greet your pet with the cleaner.

**Employee Solicitation** - **our clients may not solicit any of our employees to be contracted or employed by you or your affiliations for cleaning, or assistant services of any kind, legally, illegally, or on a cash basis.** A referral fee of **\$3000** will ensue, if you would like to hire or contract one of our employees. Please note that you are not to exchange contact info with an employee. Please contact our office regarding all matters.

**Terms and Conditions** of this agreement may change at any time, upon reasonable notice to the customer.