

Quiroga Cleaning



Terms of Service Agreement

Below are our service policies, which are intended to ensure quality, safety, and consistency in our work.

Breakage

We hate it when breakage happens, and we do our absolute best to prevent it! The following is critical regarding our breakage policies:

1. Sometimes breakage occurs when there are 'boobytraps'. These are accidents waiting to happen (pictures not hung securely, top heavy items with unstable bases, wobbly, tippy objects, etc.). Each incident is reviewed on a case-by-case basis. We cannot take responsibility for 'boobytraps'. Please remove unstable breakables to a place we do not clean (we do not clean inside curios, china cabinets, or clear wet bar shelves).
2. Please move expensive figurines or glassware to a location we do not clean or have us skip that area entirely if you do not wish to accept the risk
3. We will cover the cost of repair or replacement of items when breakage value is verifiable. In some cases, we will have the broken item repaired by a professional restoration company. Breakage values must be verified before replacement or reimbursement is authorized. Please save the broken item for our inspection. Breakage must be reported within 3 days from your cleaning appointment.

Cancellation

We regret that we must assess a \$75 fee if you cancel with less than 48 hours' notice (8p – two nights before appointment – two (2) calendar days, not business days)

Example – Let's say your scheduled service is for Monday, 01.21.19. If anything were to change, we would want to know by Saturday, 01.19.19.

Getting Ready for the Cleaning

Please do not 'clean' before we arrive, but do 'pick up' as much as possible; for example, clearing the floors of clothing and toys, clearing surfaces of small items such as pens, coins, important documents, etc. Please do not worry about countertop appliances and small pieces of furniture we clean and move these as we go. This type of pick up will allow us to focus more on detail and quality for you.

Please set your A/C temperature to 68 – 74 degrees F, especially during the summer months. We will not be able to clean in houses that are too hot and pose a safety risk to our employees.

Insurance

Quiroga Cleaning and all employees are covered by up to \$1 Million in General Liability insurance.

Lockouts

We regret that we must assess a 50% fee (50% of your scheduled cleaning) if we arrive on the premises and cannot gain access to the home or are not allowed in. There are no exceptions after the first incident.

Payment

Payment is due on the day of service by card, check, or cash. If payment is not received on the day of cleaning (upon completion of service), we will automatically charge the card on file.

If we are unable to collect payment after 5 business days of service, we will create an invoice and include a late payment fee of \$30

First Time Customers – If you decide to pay by check, we place a hold on the card on file for the same amount until after the check clears. Once payment clears, we remove this hold from your card. Please keep in mind we are not pulling the funds from your card, we are only reserving that amount in case we need to pull that amount should the check fail.

Regular Customers – We do not place holds on the card on file every time you pay by check

Credit Card Payments – Will always include a 4% processing fee of the total amount being charged

Apple Pay / Google Pay – At this time, we are not charge any fees, so we don't charge you a fee

Pets

We love them! The last thing we want to do is upset your pets as we clean, and we'll work with you to make the experience pleasant for all involved.

Pricing

'Get It Clean' Service

Based on the size of your home and any add-ons, your booking includes a maximum number of man-hours we will spend completing the work outlined in our service checklists. Some important details regarding our pricing:

- In order to verify accurate pricing, we will check the size of your home against public records
- In order to book our services, we require a credit card for our records
- Because we do not perform a walk-through to verify the size and condition of the home before service, our pricing reflects assumptions of the level of cleanliness and the amount of time/effort required to clean
- On the day of service, the team leader will perform a walkthrough before starting the work. They will take note of any items or areas that need special care or specific instructions from you and will assess if the quoted time discussed allows them adequate time to complete the job to a satisfactory level. We will notify you if we cannot complete the work in the estimated time frame and give you the option to either add more time to the job for an hourly charge or have us focus on your top priorities within the allotted time frame.

'Keep It Clean' Service

Prices are fixed rates for recurring visits. We assume similar levels of organization and build-up during each visit. If there are changes to the amount of work involved or clutter to handle, we will contact you and reassess our prices as needed.

Small Requests

All small requests, add-ons, or swaps must be added to your appointment through the office to ensure:

1. We can provide the service you are requesting
2. Our techs are prepared with enough time and the right supplies to perform the request

Skipping Cleaning

Weekly and Bi-Weekly Customers:

We allow up to two (2) cleaning skips per calendar year. We understand that life happens, whether that is an unexpected trip arises or you have a lot going on inside the home not making it ideal to have your home serviced. Skipping a cleaning means that there is a larger gap in between service which allows more time for build up to increase which in turn makes a cleaning job a little more labor intensive. The cleaning skip program allows you to skip a service without having your rate adjusted. After you use the two (2) skips in a calendar year the following service after you skip service again flat rate will be adjusted accordingly.

Example: Let's say customer Johnny Appleseed has used two (2) cleaning skips this calendar year already. His scheduled services for March are Fridays on March 1, 15, and 29. He calls mid-

February and asks to skip his Friday, March 1 cleaning. This means his service for Friday, March 15 will be adjusted depending on the condition, in other words, he will pay more for this service than his usual 'Keep It Clean' bi-weekly flat rate. On Friday March 29, he will pay his regular 'Keep It Clean' bi-weekly flat rate; he will continue paying his regular bi-weekly rate until he skips or cancels a cleaning visit again.

Monthly Customers:

We do not have a cleaning skip program for you. Rate will be adjusted the following service if unable to reschedule service.

Privacy Policy

We are committed to keeping your information confidential. We do not sell, rent, or lease our customer lists to third parties, and we will not provide your personal information to any third-party individual, government agency, or company at any time unless compelled to do so by law. We will use your personal and billing information solely to provide the service you hire us for.

Products & Supplies

Our products are plant based and biodegradable for the safety of the homeowner and the cleaning technicians. We will occasionally use stronger products as needed and if permitted by the homeowner.

We bring most of the supplies and equipment needed for the service, we just ask the you provide us with the following:

- Paper Towel
- Trash bags (small & big to reline all trash bins in your home)
- Swiffer Duster (refills only – please don't confuse this with the mop version, this is a dusting wand)
- Hardwood Cleaner (of your preference, if one is not provided, we will use lightly soaped warm water)

For a better cleaning experience, you can add these to the supply list:

- Magic Eraser
- Glass Cleaner (in an aluminum can, not spray bottle)
- Toilet Bowl Get
- Pumice Stick
- Bar Keepers Friend
- Mrs. Myers (multi-purpose cleaner, scent of your preference)

Quality Control

Our quality control system consists of email requests/text messages for feedback after each visit. It is interactive and dependent upon your feedback and communication to function. We need your input on the overall experience and quality you are receiving so that we may address issues that are important to you. We will correct or address any issues we are made aware of.

Referrals

Receive Bonuses and Discounts when you refer us! We love referrals and appreciate it when you tell friends and neighbors about our service. Thank you for your confidence in us!

Satisfaction Guarantee

If you are not happy with your cleaning, notify us within 24 hours of the service and we will come out and re-clean (within a 7-day window) for free.

Security

We take the security of your home very seriously, and work with each homeowner to establish a routine for entering and exiting. Current methods include:

- Letting us in on the day of service if you will be home when we arrive
- Providing us with an extra key
- Providing us a lockbox, keypad, or garage code
- Leaving us a key under a mat or pot to use and return or leave in the house when finished

Special Policies and Service Limitations

Our cleaning technician do not climb higher than the company's two step ladder.

We are not a restoration company and cannot perform certain services due to insurance and safety concerns. In effort to be transparent and as informative as possible, some things that we do not offer include but are not limited to are:

- Disassembling Light Fixtures
- Disassembling seals on shower doors
- Disassembling furniture to clean it
- Disassembling any appliance (beside oven racks and fridge shelves)
- Lifting or moving heavy furniture over 15lbs. Lifting or moving large fragile items
- Removing permanent stains from furniture, floors, cabinets, carpets, etc.

- Carpet steam cleaning
- Washing the walls
- Hand-scrubbing or steam cleaning floors

We are not an extermination or mold/biohazard remediation company and cannot provide services in residences that show evidence of hazardous situations. We reserve the right to refuse to clean (or immediately stop cleaning) if there are signs of the following problems, and we must charge our lock-out fee of 50% of the scheduled cleaning. This is not an exhaustive list:

- Pest infestation – cockroach, bedbugs, fleas, etc.
- Animal infestation – birds, mice, rats, bats, etc.
- Excessive/Uncontrolled mold growth
- Human waste, blood, and bodily fluids
- Hoarding

Other hazardous situations

The Setting

The ideal cleaning situation is when no one is home. Since that is not always possible, please eliminate as many distractions as possible so we can work uninterrupted. Try to schedule your cleaning on a day when there will be fewer people at home. Please keep children in another area as we are working with equipment and products that may not be safe for children.

Trash Disposal

We require that we leave any collected trash in the garbage bin at the homeowner's location. We can not take trash with us.

I have read, understand, and agree to Quiroga Cleaning's Terms of Service Agreement

Non-Solicitation Agreement

We value our employees and pour an enormous amount of time, energy, and expense into our screening, hiring, and training process. Quiroga Cleaning strives to have one of the lowest employee turnover rates in the industry. This agreement helps safeguard our success at providing only the best staff to our deserving customers. Sadly, some people want quality without paying for it and attempt to undercut our efforts by trying to 'poach' our employees. It is for this reason that our customers and employees must agree to our non-solicitation agreement. If breached, a fee of \$2,500 (for damages) will be assessed. This helps to minimize the risk of unfair solicitation that undermines the good experience all our clients have come to expect. Please help us maintain our extraordinary success by not soliciting our employees for hire directly. By booking our services, you are agreeing to the following terms:

Quiroga Cleaning employees are not allowed to engage in a work-relationship directly with you for one full year after employment termination.

You will be charged a \$2,500 finder's fee if you hire a Cleaning Tech employed by Quiroga Cleaning on an individual basis for private work

Solicitation of a Quiroga Cleaning employee for private hire will result in permanent termination of service and forfeiture of any unused gift cards as well as the \$2,500 fee. This does not preclude us from seeking other solicitation-related damages.

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