

SPOTLESS MAID CLEANING LLC.

CUSTOMER SERVICE AGREEMENT

Spotless Maid Cleaning strives to provide every customer with quality cleaning and the best customer service. To do this well, we must share our Customer Service Agreement that all customers must follow while doing business with us to make sure cleaning services are provided smoothly and efficiently. Please be sure to read our agreement policies below and if you have any questions, you may contact our customer support team at 571-640-7579.

Booking Cleaning Services

- Customers may book cleaning in advance of getting their space serviced
- Cancellations must be requested 48 hours in advance of scheduled cleaning service
- Within a 48-hour period prior to cleaning, customers may reschedule their cleaning service free of charge
- Should customers seek to cancel cleaning services within a 48-hour period of getting their space cleaned, they will be charged a \$50 cancellation fee
- Should improper booking take place, such as if home takes more time or effort to clean than what customer initially booked, then it may require customer to reschedule cleaning at a later time at the full price, or pay an additional fee should we be able to complete the cleaning while on site. Please be sure to read and select the right options in our booking form.

Cleaning My Space

- Spotless Maid Cleaning will usually provide a 30-minute window of arrival, this means if you booked cleaning for 9:00 AM, your cleaning crew could arrive anytime between 9:00 AM and 9:30 AM
- All areas that you requested to be cleaned during booking should be easily accessible to our cleaning crew, if there are accessibility issues, we can't guarantee that we will be able to clean them, e.g., home is locked, people, pets or other contractors are occupying the space which prevent cleaning, neighbourhood or road entrance is blocked, people are heavily smoking in doors, no water or electricity is available, etc.
- All our cleaning services are guaranteed:
 - Home will be cleaned with the highest cleaning standards
 - Customers can request to get any area within their home re-cleaned should something be missed or not done right during the final walkthrough
 - All cleanings are final after walkthrough and customer sign-offs on it by paying the invoice
 - If something breaks or is misplaced (accidents happen), customers must contact our support team immediately at 571-640-7579 within a 24-hour period of getting home serviced
- Customer may leave a key during first assessment walkthrough or first cleaning, this will optimize our cleaning as we would not need to wait to get access to the property, our cleaning crew will follow your instructions for accessing the space with the loaned key.

Customer Discounts & Referral Program

- We regularly run cleaning discounts, be sure to check our page for the latest details, www.spotlessmaidcleaning.com, if you believe a discount applies to you please let us know during booking and we will apply it (for certain discounts customer may need to show proof during onsite visit (veteran, federal / state worker, active military or senior citizen))
- If you referred a new customer, please let us know and once they booked a cleaning service, we will apply a discount to your next cleaning

Thank you for all your support and loyalty to our company!

All the best,

Spotless Maid Cleaning