

# SERVICE AGREEMENT

1. There is no term to this agreement and the client or Oviedo Scrubbers. You may cancel your service at any time. Oviedo Scrubbers also reserves the right to cancel your service at any time.
2. We will provide the most professional cleaning service where all the employees have been thoroughly trained in the proper use of all our products and equipment.
3. We will provide all cleaning supplies, vacuums, and equipment.
4. We guarantee our employees will not smoke, drink, eat, watch TV, have personal phone or text conversations, or listen to the radio in the homes they are cleaning.
5. We will arrive on the day scheduled as requested and agreed upon; however, Oviedo Scrubbers reserves the right to close our office at any time, due to inclement weather.

## **OUR GUARANTEE TO YOU**

*100% Satisfaction Guaranteed!* If for some reason something does not meet your expectation please inform our office within 24 hours and we will make arrangements to have the problems corrected within 24 hours, but not during the evening hours, at no additional charge, or on the Monday following a Friday cleaning. Oviedo Scrubbers will only guarantee work that was completed and paid for by the client.

## **QUALITY OF CLEANING**

Each team is lead by a team leader who is responsible for ensuring everything is done to your satisfaction. We will also follow up to ensure you are satisfied with your cleaning. Quality is our #1 priority!

## **SECURITY/ ENTRY**

Most customers give us a key to their home or a code to the garage, but other methods of entry can be agreed upon. All keys are marked for identification with a code # (no address or customer name is used) and locked in a safe when not issued to the cleaning supervisor for the day of your cleaning. Only our owner has access to the safe. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons.

## **PAYMENT**

We normally do not bill for services provided, payment is expected at the time of cleaning. We accept cash but our preference is a check (written to Oviedo Scrubbers). Please leave the payment on your kitchen counter for the team. Receipts will be left for you upon on the counter. A \$36.00 fee will be assessed for any checks returned by your bank. All prior balances must be cleared, before the next service.

### **JOB START/END TIMES**

For hourly jobs, we charge from the time we arrive on the job, to the time we have finished cleaning. For non hourly jobs we will stay until the job is done.

### **SKIPPED OR MISSED CLEANING VISITS**

Our charges are based on the type of visits that you schedule. Weekly rates are for weekly cleanings, biweekly rates for biweekly cleanings. If you skip a cleaning, you will be charged the rate for the next frequency of the visit. For example, if you pay \$75 for a weekly visit and skip a cleaning and the next visit is in two weeks, we would consider that a bi-weekly cleaning and charge that cleaning at the biweekly rate. If you skip a monthly visit, the next visit will be charged at our hourly rate for the time it takes to complete the job to your standards. When back on your normal cycle, your normal rate resumes.

### **LATE CANCELLATIONS/ LOCKOUT FEES**

We understand schedules change. We ask that you contact us no later than 24 hours before your scheduled cleaning to cancel or reschedule. Cancellations within 24 hours are subject to a \$50 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key.

### **SICKNESS**

If someone in your home is sick (contagious) please contact our office and we will be happy to reschedule your cleaning.

### **EXTRA REQUESTS**

Please call us in advance for special requests (i.e. after construction, refrigerator cleaning, inside of oven, inside windows, the basement, garage, extra rooms) so we can schedule the time needed to complete these items. Extra charges will apply. We will try to estimate for you on the phone but in some cases, we may have to charge by the hour depending on the task.

### **ACCIDENTS/DAMAGE**

While we make every effort not to break or damage items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this reason we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. Oviedo Scrubbers must be notified within 48 hours of service if damage is discovered. Our personnel are instructed to call our office once ANYTHING is damaged and to leave a note to you advising you of the incident. We reserve the option of repair or replacement before a monetary settlement. Oviedo Scrubbers is not responsible for damage due to faulty and/or improper installation of items, or for maintenance of your home (normal wear and tear that comes with age and use). Please inform us if any items in your home are broken or improperly installed such as; blinds, tiles, curtain rods, loose carpet etc. All surfaces (marble, granite, etc.) are assumed sealed and ready to clean without causing harm. Oviedo Scrubbers takes responsibility for breakage or damage caused by our staff, not to exceed \$500.00, or your homeowner's insurance policy deductible.

### **WEATHER**

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home and cancel that day's service. When this occurs, we will try to reschedule. Please assist us with your understanding in rescheduling.

**HOLIDAYS**

We do not provide service on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day. We will contact you approximately one month ahead of time to arrange an alternate day for that week if your cleaning day falls on a holiday. During those weeks our schedule is very full; you may wish to contact our office 6-8 weeks ahead of time to reschedule your cleaning.

**CUSTOMER REFERAL PROGRAM**

Every time you refer a new client to us who uses our services, you receive half off towards your next cleaning service to be applied after Oviedo Scrubbers has completed your friend's first cleaning.