



## Terms of Service Agreement

Below are our Service Policies, which are intended to ensure quality, safety, and consistency in our work.

By contracting services from Desired Cleaning Specialists LLC, you agree to abide by the following policies and procedures:

**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 or inquiry requested by you.

**Satisfaction Guarantee:** If you are dissatisfied with the cleaning service, please contact us within 48 hours. We will schedule a re-cleaning within a 7-day timeframe at no additional cost.

**Security:** We take the security of your property very seriously, and work with each business/property owner to establish a routine for entering and exiting. Current methods include but are not limited to: A representative of your business granting us access on the day of service and remain on property until services are complete; Providing us with an extra key and signing a receipt of key acknowledgement form; Providing us a lockbox, keypad, or garage code with signed corresponding acknowledgement form.

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

**Payment:** Payment is due on the day of service by cash, credit card, Venmo or business check (we do not accept personal checks) unless specified in an active, written, and signed service agreement.

**Late Cancellation/Rescheduling:** Because we reserve a time especially for you, please make any schedule changes 48 business hours before service to avoid incurring a cancellation fee. If you wish to cancel or reschedule a cleaning appointment, at least 48 business hours' notice (excluding weekends and public holidays) is required.

If a cleaning appointment is cancelled less than 48 hours in advance, or if the cleaning technician is unable to enter the house, a cancellation fee of 50% of that cleaning's cost will be charged. If an open ended (hourly) cleaning is cancelled less than 48 hours in advance, a cancellation fee of \$75.00 will be charged. We must adhere strictly to this policy in order to prevent lost wages for your cleaning specialist. We appreciate your understanding.

Late schedule changes due to unexpected circumstances not under your control will be reviewed on a case-by-case basis, and we may ask for documentation. During the winter season, in the event of inclement weather, Desired Cleaning Specialists LLC will follow the closing and delay decisions of Omaha Public Schools.

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Please make sure that your driveway, parking lot, sidewalk, and/or entrance are properly accessible to avoid cancellation/rescheduling fees.

**Electricity and Water Notice:** For our cleaning technicians to perform their duties efficiently, your property must have electricity and running water. Please ensure that these utilities are available, especially if your business/property is vacant or undergoing sale/renovation. Late cancellation or rescheduling fees may be applicable for last-minute changes due to a lack of electricity or water.

**Getting Ready for Day of Service:** Please don't "clean" before we arrive but do "pick up" as much as possible; for example, clearing the floors of boxes, trip hazards, and personal items; clearing surfaces of small items such as pens, coins, important/confidential documents, and organizing desktops. This type of pick up will allow us to focus more on detail and quality. Please set the thermostat temperature to 68-72 degrees F, especially during the summer months. We are unable to clean properties that are excessively hot/cold and could endanger the safety of our employees.

**The Setting:** The ideal cleaning situation is outside of business hours. Since that is not always possible, please eliminate as many distractions as possible to ensure your cleaning technician can work uninterrupted. Try to schedule your cleaning on a day when there will be fewer employees at the office or slower customer traffic days.

**Trash Disposal:** We require that we leave any collected trash in the garbage bin at the property location. We cannot take trash with us.

**Quality Control:** Our quality control system consists of email requests 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.

**Products:** As often as possible, we use plant-based, water soluble, and biodegradable products for the safety of the property staff and our cleaning technicians. Our cleaning technicians are properly trained in how to use stronger products that may cause harm to the surface or bodily injury. They are also equipped with first aid kits and Safety Data Sheets should an incident occur. Please be aware of and respect when your cleaning technician displays signage indicating possible slip/fall/burn hazards and PPE is required.

**Damage Policy:** We hate it when damage happens, and we do our absolute best to prevent it! The following is critical regarding our damage policies: 1. Damage caused by faulty construction or fixture instability such as wall decor/light fixtures not hung securely, top heavy items with unstable bases, wobbly or tippable objects, will be reviewed on a case-by-case basis. Please remove unstable breakables to a secure location away from service area. 2. Please move expensive figurines or glassware to a location we do not clean or have us skip that area completely if you do not wish to accept the risk. 3. We will cover the cost of repair or replacement of items when damage value is verifiable. In some cases, we will have the broken item repaired by a professional restoration company. Damage values must

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be verified before replacement or reimbursement. Please save the broken item for our inspection. Damage must be reported immediately upon discovery.

**Insurance:** Desired Cleaning Specialists LLC and all agents are covered by up to \$1 Million in General Liability insurance with additional vehicle coverage for scheduled autos. Fraudulent claims will be prosecuted to the full extent of the law.

**Special Policies and Service Limitations:** (1) We are not a restoration company and cannot perform certain services due to insurance and safety concerns. In an effort to be transparent and informative as possible, some things that we don't offer include, but aren't limited to: Disassembling light fixtures, seals on shower doors, furniture, or any appliance (besides oven racks and fridge shelves/drawers); Lifting or moving heavy furniture over 35 lbs., large fragile items; Removing permanent stains from furniture, floors, cabinets, carpets, etc.; or, washing the walls. (2) We are not an extermination or mold/biohazard remediation company and cannot provide services in properties 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 trip charge 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, and other hazardous situations.

**Pricing First Time Service:** Based on the size of your property and any add-ons, your estimate includes a maximum number of man-hours we'll spend completing the work outlined in our Initial Deep Clean service (Def. Man-hours: a unit of one hour's work by one person). Following this service, recurring services at your chosen intervals will reflect less hours based on frequency.

**Recurring Service:** Prices are fixed rates for recurring services that require a signed service agreement. We assume similar levels of effort each visit. If there are changes to the amount of work involved or clutter to handle, we will contact you to reassess our prices as needed. Service agreements are month-to-month, and any changes will be reflected in the following months services unless immediate changes are necessary.

**Additional Requests:** All additional requests, add-ons, or swaps (unless specified in service agreement) must be added to your appointment through our Service Department to ensure that: (1) we can provide the service you're requesting, and (2) our techs are prepared with enough time and adequate supplies to perform the request.

**Non-Solicitation Agreement:** We value our employees and pour an enormous amount of time, energy, and expense into our screening, hiring, and training process. Desired Cleaning Specialists LLC strives to have one of the lowest employee turnover rates in the nation. 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 clients and employees must agree to our non-solicitation agreement. If breached, a fee of \$2500 (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.

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Please help us maintain our extraordinary success by not soliciting our employees for hire directly.

By contracting our services, you are agreeing to the following terms: Desired Cleaning Specialists LLC employees are not permitted to engage in a work-relationship directly with you for one full year after employment termination. You will be charged a \$2500 finder's fee if you hire a Cleaning Tech employed by Desired Cleaning Specialists LLC on an individual basis for private work. Solicitation of a Desired Cleaning Specialists LLC employee for private hire will result in permanent termination of service and forfeiture of any unused gift cards as well as the \$2500 fee. This does not preclude us from seeking other solicitation-related damages.