

SERVICE AGREEMENT

Last:			First:			Cell:								
Street:			City:			Zip:			Home:					
Email:						Work:								
Team:			Monday	Tuesday	Wednesday	Thursday	Friday	Mornings		Lunch	Afternoons			
Weekly			Bi-weekly			Monthly			One time clean			Windows		
Sq. Ft.:		Bed:		Bath:		Pets:		Children:		Laundry:				
Access / Code / Key:														

ESTIMATE AND QUOTE

Initial Rate:		On-going Rate:			Est. Hours:		Start date:			
Basic clean	Advanced clean		Deep clean		Birthday:					

PAYMENT METHOD

Check	Cash	Invoice	Credit Card:			Exp:	CV2:	Visa	MC	
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WALK THROUGH NOTES and SPECIAL CARE INSTRUCTIONS

Payment is due at the completion of each job. 72 Hour notice to change the date of service.

Customer signature: _____

Date: _____

In an effort to provide you with the best possible quality at the most competitive price, European Housecleaning aka EH Clean is instituting a set of comprehensive policies and procedures to better define the terms and conditions for our service to you.

Condition Of Your Home

The interior of the home is expected to be cleared of clutter. Toys are to be put away, laundry is in the laundry baskets or washer, clothes are to be put away in the closet or in the dresser(s), dishes are in the dishwasher or cabinets. *Surfaces that are covered with clutter will not be cleaned.* While cleaning, EH Clean staff may organize items; they could be returned to their original place. Please specify your preferences in special care section.

Scheduled Time and Time of Completion

The home is expected to be in the same or better condition as on the day of the in-home bid. If charged by the hour, customer agrees to pay for hours exceeding the estimate. The regular service is a flat fee quote and the hours are an estimate of the time needed to complete the regular service tasks. Weekdays hourly rate is \$25/ hour per person, weekend rate is \$35/hr. EH Clean guarantee service on the same day as scheduled. However, we request that you allow us a *window of 1 - 2 hours* before and after the scheduled time to account for potential unforeseen circumstances. We will make every effort to arrive at your residence promptly, client realizes factors such as added services, traffic delays and lockouts affect arrival times.

Payments

Payment is due at the completion of each cleaning visit. EH Clean reserves the right to refuse service when check is not present or an outstanding balance is due. If payment is not available at the time of our visit, we must reschedule your cleaning appointment. *\$100 Reschedule Fee may occur.*

Cancellations

We require at least **72-hour notice** if you must cancel or change your cleaning appointment. Leaving a message after 6:00pm will count as next business day cancellation. We will assess *\$100 Late Cancellation Fee*, if you cancel more than 2 appointments per year without 72-hour notice. Cancellation should be made via email. We will send you confirmation email within 2 - 3 business days. If you don't hear back from us please call us to make sure we received your email.

Pets

EH Clean reserves the right to refuse service on the scheduled date if an animal in the home *is considered dangerous*. Pets left inside the home on the scheduled service date will be protected to the best of our ability. EH Clean will not be held responsible for the behavior of the pet(s) while the service is being performed. We don't clean after pets "accidents" in the house. We do not change litter boxes. If you have an indoor animal only, please let us know.

Occupants On Service Date

Individuals in the home while service is performed must not occupy the rooms while the cleaning is being done. It is requested that you move to other rooms and be mindful of our equipment for your protection and protection of our staff. *We're not responsible for any injuries/accidents to you while we service your home.*

Keys, Lock-Out or No Show

EH Clean will safeguard the customer's key(s) at all times. The key(s) provided by customer will be coded. The team leader of EH Clean will handle the key(s) on the date of service only. Lost key(s) will be reported to customer immediately with a replacement cost paid by EH Clean. If we can't access your residence (you forgot to leave a key or house is locked) on a scheduled date a *\$100 Lock-Out Fee will be charged to you.*

Damages or Breakage:

EH Clean guarantees the work for **24 hours**. Any deficiencies and damages must be reported within this time period. Otherwise, the necessary correction will be made on the next scheduled appointment. We don't take responsibility for "traps" such as, pictures/mirrors/shelves/blinds not secured properly. These are just accidents waiting to happen!! We request that you tell us and remove any decorative items valued over \$250. We will pay maximum of \$250 toward replacement or repair per incident. *We must be notified within 24 hr of any damage and must have the opportunity to inspect and verify the value of any damaged item.*

Chemicals and Equipment

EH Clean will use products that are authorized by the customer only. We are trained and authorized to use the products and equipment of EH Clean. Customer is required to *have all cleaning supplies/tools needed and working vacuum* with extra bags for each scheduled visit. List of needed cleaners will be provided to you.

Air Conditioning

When required, EH Clean staff will need to use the air conditioning by lowering the thermostat to a comfortable setting to prevent heat exhaustion, fainting and possible interior damage to customer's home.

Discounts

Referral and coupon discounts will be validated by EH Clean. The *referral discount (\$25)* is applied to your service *after* your referral has been serviced and signs contract for on-going service. You will be notified when discount is in effect and applied to your invoice/check.

Returned checks and Price stability

\$25 Return Check Fee will apply to all returned checks. We reserve the right to issue rate increase at any time. You will be notified in writing. You can expect a rate adjustment every 12 - 24 months.

Guarantee

Our work is 100% guaranteed. We use sometimes *portable cameras and record our work in your home*. If there are any concerns please let us know immediately. Please put valuable jewelry and cash away. We do not go into your drawers. We may need to use your phone if our cell phones have no signal at your home.

EH CLEAN, INC.

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