



## Glisten Up Cleaning Services, INC. Terms and Conditions

**Payments:** Client will be billed on the day of services. Payments are due on the day services are rendered. Failure to submit payment within 3 days will result in full service amount plus a \$10.00 late fee charged to the card on file. Card payments are the only method of payment accepted. All services are subject to 6% PA sales tax. Client will be required to have a card on file.

**Time Allowance:** Client will allow Contractor a two-hour window before and/or after the scheduled appointment for technicians to arrive. The condition of the home prior is not always known to Contractor before arrival.

**Staff Rapport:** Contractor will do their best to send the same technicians to Client's property. Client understands that personal obligations and unforeseen circumstances do not always allow for this to happen.

**Pets/Animals:** Contractor is not responsible for health and safety of pets. Client is responsible for animal containment prior to Contractor arrival. Technicians will not clean rooms unless animals are in a crate or contained where they cannot get out on their own.

**Products:** Contractor provides all cleaning supplies needed to complete service. Client may request a specific product. Client agrees to provide said product with instructions on how to properly use. Contractor is not responsible for any damage done using any product provided by either Client or Contractor.

**Pre-Service:** Client agrees to create an environment ready for service. This includes floors clear of clutter/excessive items. Contractor will allocate 3 minutes per room to organize which may include putting clutter into one area and cleaning around said pile.

**Staff Safety:** Client agrees to create a safe environment prior to service. This includes all electrical and water sources being in safe, working ordered and approved for use.

Danger also includes mold, abnormal build up, hoarding, clutter, pests, etc. The disclosure of these hazards must be done before day of service. Due to safety reasons, technicians are not responsible for the cleanup of any hazardous waste or materials such as blood, pet waste, needles, drug paraphernalia, black mold, etc. All individuals that will be present during time of service need to be disclosed prior to Contractor arrival. Client will inform the Contractor of any alarm systems installed within the property. Security of each property is very important to us at Glisten Up. Contractor agrees to lock entrances during time of service. Technicians will not allow access to unknown person. Technicians are not responsible to let in other contractors during time of service unless prior approved. We kindly ask said Client, and any individuals present during service to refrain from smoking inside of property. Technicians have the right to ask Client to refrain from smoking. Contractor and technicians have the right to cancel service if this is not followed and a 100% charge of service will occur. Firearms must be stored and locked away prior to service. Technicians will not clean any rooms where firearms are present. Client will not hide firearms where they could present danger while cleaning. Contractor will not move any furniture over 25 pounds. Hard to reach surfaces will be done by hand or duster extender to the best of Contractor's ability.

**Contractor/Technicians have the right to refuse service due to any safety issues.**

Post-Service: Our goal is to leave every house glistening. However, we are human and while we work hard to not make mistakes; they still happen. Client has 24 hours to report any dissatisfaction after service is complete. Contractor will offer, within a timely manner, a technician to return to the property to correct it. If a correction is not agreed upon, a discount may be offered on the next scheduled service. No refunds will be given.

Damage: Contractor's technicians exercise responsible care while cleaning. Client agrees to disclose any heirlooms, irreplaceable items, or items valued over \$200 before time of service. Contractor is insured but items that are unique or of sentimental value cannot be replaced by insurance. Contractor has the option to opt out of cleaning said items. Contractor is not liable for normal wear and tear, rug and carpet snags, improper installation, and anything over \$200 that is not disclosed. Any damage that Client believes Contractor is responsible for must be reported within 24 hours of service date/time.

New Inquiries: Client will be required to have a card on file. A \$100 deposit will be required to book an initial cleaning. A \$100 deposit will be required to book a one-time cleaning. The appointment is considered booked when the deposit is received. If the deposit is not received within 48 hours of inquiry, the date and time will be reopened.

Rescheduling/Cancellations: Client has the right to reschedule or cancel services. This must be done before 48 hours of time of service. Contractor cannot guarantee having immediate openings for rescheduled services. Client understands that rescheduling is at the discretion of availability of Contractor. 50% of service will be charged for canceling before 24 hours of direct services. Any cancellations on day of service will be subject to 100% charge of service. If Client has prior knowledge of vacation or not needing services, Client must notify Contractor at least two weeks prior to said service date. If a Client cancels an appointment that results in excessive time between service dates, the service is subject to a 30% upcharge. If a Client reschedules an appointment further than 7 days from original appointment date, the service is subject to a 30% upcharge. Client understands that rescheduling an appointment does not change their agreed upon recurring schedule.

\*\*For any services costing over \$1,000.00- All cancellations/reschedules need to be done 7 business days prior to scheduled appointment time. Any cancellation less than 7 business days but greater than 72 business hours of scheduled appointment time will lose their deposit. Any reschedule less than 7 business days but greater than 72 business hours of scheduled appointment time will be charged 25% of the service fee. Any cancellation or reschedule within 72 business hours of scheduled appointment time will be subject to 100% of the service fee.

Returning Customers: A deposit will only be required for the first appointment. A deposit is not required for each scheduled service. Clients will be expected to give notice of cancellation/reschedule, for any reason, of at least 48 hours. Failure to give proper notice will result in a 50% service charge before 24 hours and 100% service charge on the day of. Recurring instances may result in Client's scheduled date/time changing.

Property Access: Client will give Contractor proper access to the property. Contractor will allocate a 15-minute waiting period once technicians have arrived at the property. Access to property also includes working utilities. Technicians need complete access to electricity and water to complete service. Failure to access the property will result in a 100% service charge.

Loyalty: Client agrees to not attempt in recruiting Contractor's employees to work outside of the business. Technicians are employees of Glisten Up Cleaning Services. Attempting to hire technicians for side work will result in termination of business relationship.

Termination: Either party may terminate this contract with notification to other party. Any payment for above mentioned services owed by the Client shall be due and payable to

the Contractor at the time the agreement is terminated. Termination of contract from either party must be done two weeks prior to last scheduled service. Any cancellation from Client will result in charge of full amount of service. Any cancellation from Contractor will result in reschedule of service regardless of time frame according to termination date.

**THE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE AT ANY GIVEN TIME. AMENDMENTS WILL BE SENT TO THE EMAIL ON FILE.**

We look forward to giving you “Glistening” results every time!