



Customer Service Agreement

Coastal Home Cleaning & Organizing's Service Agreement is in place in order to clearly define the responsibilities and liabilities of CHCO and our Customers. When you schedule a service with us, you are agreeing to accept all of the terms of this agreement even if you have not signed this agreement.

GUARANTEE

Our goal at CHCO is for our clients to be 100% satisfied with our services and therefore we offer a Guarantee on all our services. If a task on our pre-negotiated clean was not completed to your satisfaction or was missed during your appointment simply contact us and we will return to your home and re-clean the area or task with which you were dissatisfied at no additional cost to you. This guarantee is void if additional tasks are not requested and agreed upon at 7 days in advance to allow for scheduling proper time to complete those tasks. This guarantee is void if the client does not agree to the recommended appointment frequency in your estimate.

PAYMENTS

Payments are due in full upon completion of service. For your convenience, we gladly accept cash, personal checks (payable to Coastal Home Cleaning & Organizing), credit/debit card payments, and Apple Pay. Customers paying with cash or check must either arrange payment exchange with Meg or send a money order or check in the mail to: Coastal Home Cleaning & Organizing, 630 E. Main Rd., Middletown, RI 02842. Recurring flat fee customers paying with a credit card are required to have a valid credit card on file. Credit cards will be charged automatically on scheduled day of service.

RETURNED CHECKS & LATE PAYMENTS

There is a \$35 NSF Fee for checks returned unpaid from your bank in addition to the unpaid balance and any applicable late fees. There is a \$50 late fee for any invoices not paid within 7 business days of being sent the invoice. The unpaid balance must be paid by cash or credit card immediately upon notification. We reserve the right to suspend service until all balances are paid in full.

TIPPING

Tips are deeply appreciated by your cleaning team but they are not expected or required. A recommended tip is usually about 20% of your total cleaning fee. Tips can be left as cash on the day of your clean, sent directly to their Venmo, or added into another form of payment.



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PRICE ADJUSTMENTS

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. As the needs or conditions in your home changes, your individual invoices may be increased or decreased in alignment with the amount of time needed to adequately service your home. Flat fee pricing agreements for basic maintenance cleans are guaranteed for the 2024 calendar year. If a client discontinues and reinstates service with us after a 60 day gap in service, a new rate may be given.

WEATHER/UNAVOIDABLE CIRCUMSTANCES

In severe weather or in light of unavoidable circumstances, we may determine it is not safe or possible to travel and/or carry equipment and supplies to your home. Therefore, your cleaning service for that day will be cancelled. When this occurs, your clean will be rescheduled as soon as it is safe to do so. Coastal Home Cleaning & Organizing reserves the right to charge a cancellation fee if the Client chooses to cancel their appointment without appropriate notice (see CANCELLATIONS & RESCHEDULING) due to weather conditions. Safety of our Teams and Customers are our top priority.

HOME ACCESS

Many customers provide us with a copy of the key to their home. Customers with alarm systems are responsible for arranging access and providing instructions for us to guide our teams to be able to access the home. It is the preference of Coastal Home Cleaning & Organizing that alarms be left off on the day of your appointment to avoid any complications to home access.

CANCELLATIONS & RESCHEDULING

To cancel or reschedule your appointment, please be sure to contact us no later than 3 days before your scheduled cleaning. Cancellations made within 24 hours will be responsible for 100% of your cleaning service fee. Cancellations made within 48 hours will be responsible for 50% of your cleaning service fee. If the Team arrives at your home and cannot gain access to your home, you will be charged a \$50 fee in addition to the above cancellation fees.



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VALUABLES

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectible, or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Coastal Home Cleaning & Organizing and its staff are not responsible for any damage to these items if they are left out.

UNCOVERED TASKS

Our staff is instructed to leave certain items untouched that create an undue burden or risk to their health and safety. This may include but is not limited to litter boxes, items/areas containing any bodily fluids or excretions, and hazardous areas of the home. If your pet has an accident while our staff is present they have been instructed not to clean up the accident.

Tasks outside of the task list for the type of clean we do for your home must be previously negotiated to schedule appropriate time or type of clean. If you require that any beds be made, we ask that you let us know at the walk-through so we can factor it into the price. We do not clean any surface which we cannot gain access to. Closets are not included in any of our cleans unless it is previously negotiated during the consultation. Our staff also cannot climb higher than a step stool or lift any objects over 35 pounds.

If you would like to request additional tasks be added to your clean, you must do so with a minimum of 7 days notice to allow for appropriate scheduling time for your clean. Last minute tasks requested of Teams during the clean may not be able to be accommodated due to time constraints in scheduling.

ADDITIONAL TASK REQUESTS

If you would like to request additional tasks be added to your clean, you must do so by email with a minimum of 7 days notice to allow for appropriate scheduling time for your clean. Last minute tasks requested of Teams during the clean may not be able to be accommodated due to time constraints in scheduling.



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HOLIDAYS

The following holidays, Coastal Home Cleaning & Organizing will be closed: New Year's Day, Memorial Day, Independence Day, Victory Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

In light of these holidays your typical cleaning schedule may be temporarily shifted. Please be sure to contact us if you have specific needs for these schedule changes. We will accommodate as many requests as we can during these holiday weeks.

AGREEMENTS

Pricing Structure: Hourly Flat Rate: _____ Other: _____

Regular Additional Tasks: _____

Other Agreements: _____

I, _____ (print name) have read and agree to the terms stated above.

_____ (sign name) Date: _____