



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.

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.

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 may leave payment at their residence or send in the mail to Coastal Home Cleaning & Organizing, 630 East Main Road, Middletown, RI 02842. Recurring 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

There is a \$35 NSF Fee for checks returned unpaid from your bank in addition to the unpaid balance. The unpaid balance must be paid by cash or credit card immediately upon notification.

TIPPING

Tips are very 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 for the cleaning staff or added into another form of payment.

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, you may receive a price increase or decrease. Prices for your regular maintenance cleaning are guaranteed for



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the duration of 12 months. If a client discontinues and reinstates service with us after a period of 3 months, a new rate may be given.

WEATHER

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home. Therefore, your cleaning service for that day will be canceled. When this occurs, we will try our best to reschedule. If we remain open, even if the weather seems bad, we will need to charge you a cancellation fee if you would like to cancel your appointment the same day due to the weather.

KEYS & ALARM SYSTEMS

Many customers provide us with a copy of the key to their home. If you have an alarm system at your home you can give instructions on its operation to us or make us our own code. However, we prefer that your alarm be left off on the day of the cleaning to avoid any additional complications.

CANCELLATIONS & RESCHEDULING

We completely understand schedule changes. To cancel or reschedule we ask that you contact us no later than 48 hours before your scheduled cleaning. Cancellations made within 24 hours are subject to 100% of your cleaning service fee. If you cancel your cleaning 48 hours ahead of your scheduled service, you are responsible for 50% of your fee. A \$50 fee will be charged if we cannot gain access to your home if you have chosen not to leave us your key.

YOUR 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.

TASKS WE CANNOT DO

Our staff is instructed to leave certain items untouched, including litter boxes, diaper pails and items/areas containing any body fluids or excretions. If your pet has an accident, it will not be our responsibility to clean it up. We will clean around these areas. We do not wash/put away dishes or laundry, or change sheets unless previously



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negotiated. 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. We do not clean inside of cabinets or closets, unless previously negotiated and during a move in/move out clean. Our staff also cannot climb higher than a step stool or lift any objects over 35 pounds.

EXTRA SERVICES

If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 48 hours in advance so we may allow the extra time needed at your home and we can give you a quote for the additional services.

HOLIDAYS

We are open for regular business during most national holidays except: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. If your

cleaning day falls on one of those holidays we will contact you 1-2 weeks ahead of time to arrange an alternate day for that week.

The following additional tasks/modifications have been negotiated into the fixed price:

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

_____ (sign name) Date: _____

Customer signature: _____