



NATURALLY
CLEAN LAFAYETTE
LLC

CLIENT SERVICE

A G R E E M E N T

By ordering Naturally Clean Lafayette, LLC services by telephone, or e-mail, the client accepts and agrees to the service agreement.

Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service we will return to your home to re-clean the area within 24-hours. Please contact us as soon as possible during our normal business hours.

Payments

Payments are due in full upon completion of service. For your convenience, we gladly accept cash, check, Venmo and credit card payments. If left unpaid before the next cleaning day, we will be unable to perform the cleaning until payment is received. Returned checks are charged \$35 for reimbursement.

What is not included in your clean

Due to health, safety and insurance reasons there are certain types of work we cannot do;

- Moving heavy items above 25 pounds
- Outdoor work
- Removal of pet / human bodily fluids
- Infestation removal
- Balconies, decks, backyards, and exterior windows
- Cleaning of areas outside of normal reach or areas above the reach of a 2-foot step ladder.



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Prior to the cleaning technician's arrival: Please remove all items, clothing, toys, etc that may delay the efficient cleaning of your home. This will maximize productivity and minimize the time we spend to clean your home. Sinks are to be cleared of dishes. Shelving with six or more items, items will not be moved for dusting. If the cleaning technicians have to move these items, additional billing time may be required with corresponding charges.

Refunds

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied with our services! We offer a Guarantee on all our services, if a task was not completed to your satisfaction or was missed during our visit simply contact the office 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.

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 of your home changes you may receive a price increase. Prices for your regular maintenance cleaning are guaranteed for the duration of 12 months. If a client discontinues and reinstates service with Naturally Clean Lafayette LLC. after a period of 3 months the original price is not guaranteed, and a new rate may be given.



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Cancellations/Rescheduling

We require at least 2 business days notice for the cancellation and or rescheduling of any scheduled appointment. In the event of cancellation or rescheduling with less than 2 business days notice, a cancellation fee of 50% of the charges for that service will be applied. If the scheduled cleaning is not rescheduled (and skipped) there will be a higher rate for the next scheduled visit due to the extra work needed to complete that cleaning service. For permanent cancellation of the cleaning service, we ask that the client notify us in writing two weeks in advance.

Tardy

Many things can affect our schedules, such as cancellations, lockouts etc. If we happen to be running late to your appointment you will be contacted as soon as possible and provided with a new expected time of arrival.

Pets

We are pet friendly but appreciate your help in making sure pets are secured and safe on cleaning days. Our office should be made aware of any special requirements in safeguarding your pet(s).



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Your Valuables

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectable 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. Please secure money, credit cards, and check books as well.

Broken/Damaged Items

We train our staff to take extra care with your belongings, however regrettably and although not common from time to time something may be broken or damaged. If there is an item that is believed to be damaged by one of our cleaning professionals, it must be reported to the company within 24 hours from the completion of the service in efforts to properly investigate the issue. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were damaged because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface).

Glass Shower Door(s), Toilet(s), Faucet(s)

You are responsible for notifying us if your glass shower door(s), faucets, or toilet are NOT 100% secure. If upon inspection the team recognizes that your shower door(s), toilet or faucet are not fully secure you will be notified of the risks immediately.



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At that time you have the option to decline service of that item or we can proceed with service. If the client decides to proceed with service client agrees not to hold Naturally Clean Lafayette LLC responsible if this results in the shower door, toilet, or faucet being damaged. Naturally Clean Lafayette LLC is not responsible for any damage (water damage included) due to faulty and/or improper installation of any item. This includes but is not limited to any water damage caused by: toilet over flooding, loose or leaky faucets, water dispenser on refrigerator.

Extra Services

If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 4 days in advance so we may allow the extra time needed at your home and we can give you a quote for the additional services While your satisfaction is our primary goal, we thank you in advance for understanding that it is impossible for us to accommodate last minute changes to the cleaning schedule.

Privacy

Naturally Clean Lafayette LLC takes privacy very seriously. We at no time will share any customer information with ANY outside source.

This is not a contract for service but rather an acknowledgment that you have read and understood our policy. By signing below, You agree and accept the Terms and Conditions of this agreement.

SIGNATURE

DATE

Incident | Damage REPORT


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CLIENT NAME: _____

DATE OF INCIDENT: _____

LOCATION: _____

DATE OF REPORT: _____

TIME OF INCIDENT: _____

EMPLOYEE: _____

ITEMS DAMAGED

DESCRIBE THE INCIDENT

ESTIMATED REPAIR COST:

WITNESS: _____

DATE: _____

SUPERVISOR: _____

DATE: _____