

2017 RESIDENTIAL SERVICE POLICIES

100 % HAPPINESS GUARANTEE: Cleaning Without Limits guarantees to provide outstanding cleaning services for our clients. We are not miracle workers, but we are close. We make no promises that we cannot keep. Sometimes we are called in too late and the problem can not be fixed by cleaning no matter how hard we try. In which case we will let you know.

We do not offer refunds for services provided, However if you are unhappy with any cleaning service provided, you are asked to notify us within 24 hours of service in order for us to address and correct the problem.

If we receive prompt notification, we will come back to examine the problem. If the problem involves the quality of service we have provided, we pledge to correct the problem at no charge. If we do not receive notice of a problem within 24 hours of the cleaning, or if you decide to correct the problem yourself, we will not be able to address the problem for you.

*When entering into an agreement for services with Cleaning Without Limits you agree not to solicit for hire any staff member introduced to you by Cleaning Without Limits for **any** home-related services. If you are found to have solicited one of our staff please be advised that our referral/ training fee is \$2,500 payable to Cleaning Without Limits immediately upon employing our staff for any services to your home/business in addition your cleaner will be terminated immediately from our employment as they will be in breach of their own nonsolicitation agreement.*

Cleaning Times: Due to our flexible and ever changing schedule, traffic and other factors may affect our timing. It is impossible to commit to exact arrival times, therefore **WE DO NOT GUARANTEE ARRIVAL TIMES TO ANYONE OTHER THAN OUR 9 AM CLIENTS.** We service homes between the hours of 8:45 am and 4:30 pm.

If you normally have an afternoon cleaning, there may be times that we need to clean your home in the am instead. We ask that our client's allow for an open time frame on your scheduled cleaning day. If you need an approximate time of arrival please call or text Jessica at (774) 306-6007 after 8:30 am on the day of your cleaning for our "guesstimate" based on that days schedule, and we will make every attempt to pin our arrival time estimate down to a 2 hour window of time based on that days work load.

You don't need to be home when we clean. For convenience, most clients provide us with a key or an alarm code for entry. You can leave a key for us at the initial cleaning, or you can send us a key in the mail (be sure to use a padded mailer). We however ask that our customer's do not leave their doors unlocked for both your safety and ours as well.

If you do insist on a specific time (other than 9 am) please be advised that if our scheduling does have any sort of down/ wait time that we will try our best to work with you in order to meet your needs but we may charge you an additional fee to cover the time that employees are asked to wait between jobs. These fees are based on Our "add-on" rate of \$30-40 per hour/Per cleaner depending on level of experience for the time that they are asked to wait. (our teams normally range from 2 - 3 people per team)

Our cleaners appreciate your flexibility.

Extent of Service: Our regularly scheduled basic cleaning services and pricing are customized to each individual client based on client's needs. If you would like a copy of your service plan or would like to review your service plan pricing at anytime please email us and we can send you a copy of your service plan or provide you with an updated plan.

Pricing: In general, our basic cleaning client's are billed and serviced based on the rooms in which we discuss and the condition of the home at the time of the initial consultation. No guarantee expressed or implied indicate how long our team will be in your home based on the cost of your basic cleaning alone. We do our best to be time efficient and thorough.

Inclusions: You may review our "guideline" checklist on our website www.cleaningwithoutlimits.com. Please keep in mind that our guideline checklist, may not apply to your specific cleaning service due to living conditions.

If for any reason the home is not found in "Average" condition we reserve the right to bill for the extra time and materials required to properly clean. If you pick up and tidy all rooms before we arrive, we can dedicate our time to

cleaning, rather than to straightening up. Tidying the house before our arrival also prevents us from putting stray objects in the wrong location (thus, you will never have to hunt for the remote control).

Your Home - Our work place

We need to be able to work freely and without distractions. Every effort is made to work safely and cautiously, but we cannot assume liability for the safety of others. This includes children and pets. Be advised that if we are subject to distractions that affect our ability to work we reserve the right to charge additional fees for any excessive time spent in the home.

OSHA requires employers to ensure the safety of all employees in the work environment. In following these requirements we ask your assistance in helping our staff to have the following as required by OSHA

- Appropriate footwear is required to be worn at all times where there is a risk of foot injuries from hot, wet, slippery, corrosive, poisonous substances, falling objects, crushing or penetrating actions. Shoes should be enclosed and have non slip soles.
- Protective gloves, aprons, shields, or other means of protection are provided
- Making sure that rooms are well ventilated, so that the employee can avoid working with strong chemicals in poorly ventilated rooms.
- Maintaining a proper temperature in the home/work place. OSHA recommends temperature control in the range of 68-76° F and humidity control in the range of 20%-60%
- Rest periods- every employee is entitled to 10 minutes of rest time per every four (4) hours or major fraction thereof. This is paid time.

Our "add-on" rate is \$30-40 per hour/Per cleaner depending on level of experience.

If you have purchased hourly cleaning, we can only guarantee that we will stay for the specified amount of time. We may not be able to complete all tasks in the time but we will try our best to finish in the time increment that you purchased, if not we will bill you for any additional time needed to complete the cleaning entirely.

Special requests: Our Basic cleanings are very thorough, but sometimes customers have special needs and requests. That's why we are always glad to create customized cleaning plans. Below is a list of special requests that can be part of your customized cleaning plan but should not be expected unless previously discussed. We do ask that you call the office in advance to assure that your cleaning team (whom is responsible for cleaning several homes each working day), will be able to accommodate any special requests without impacting our other clients needs for arrival times , etc. and to ensure they bring the required cleaning agents.

***Please note that if your service agreement began prior to December 2016 some elements listed as "add-on" services have now been included in your customized service plan.**

<ul style="list-style-type: none">• Dishes \$10 and up• Laundry (Fold only) \$10 per basket• Scrubbing Gas Burner Grates \$5 each• Wash Ceiling Fans \$7 each• Wash Light Fixtures \$3-5• Detail Cleaning of Tile & Grout \$15-up• Clean Exterior or Interior of Cabinets \$25-up• Clean Inside Fridge \$35• Freezer \$20• Oven \$25	<ul style="list-style-type: none">• Clean omitted Room's \$10-up• Change Bedding \$5• Vacuum Upholstered Furniture \$10-\$30• Treat Leather Furniture \$15- up• Wash Doors & Door Frames \$5 each• Wash Walls \$25-up• Clean Windows \$5 (inside) \$10 inside/out• Wash Blinds (slat by slat) \$5-up• Change Shower Liner \$7• Organizing Service \$40 per hour
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Late Payment Fee: Payment is due at the time of service. If payment is not provided at the time of service, your payment is subject to a late fee of \$5.00.

Cleaning Without limits reserves all rights available under Massachusetts and Rhode Island law to collect any amounts due and owing pursuant to this agreement.

Cancellations : If you wish to cancel or reschedule a cleaning appointment, at least 48 hours notice is required. If a cleaning appointment is canceled less than 48 hours in advance there will be a cancellation fee added to your next cleaning.

- Weekly Customer Cancellation Fee \$10.00
- Bi-Weekly Customer Cancellation Fee \$20.00
- Monthly Customer Cancellation Fee \$30.00
- If we travel to your home and are unable to enter the house for ANY reason, a Lock Out fee of 50% your normal rate will be charged..
- If an open ended cleaning (Such as a Deep Clean, Move in/ out Clean, Construction Clean ect.) is canceled less than 48 hours in advance, a cancellation fee of \$75.00 will be charged.
- Any Prepaid or Gift Certificate cleanings, that are canceled less than 48 hours in advance are non refundable and subject to forfeiture under the same terms listed above.

If you are a bi-weekly customer and you skip 1 scheduled cleaning or if you are a weekly customer and you skip 2 scheduled cleanings you may be required to pay the monthly rate for your home (\$25 additional to your usual rate) as this is now considered a monthly cleaning.

If you are a monthly customer and you skip 1 scheduled cleaning you may be required to pay the occasional rate for your home (\$50 additional to your usual rate) as this is now considered an occasional cleaning.

Returned Check Fee: Returned checks are subject to a \$35.00 processing fee.

Privacy: We will not open any closed doors or drawers unless specifically noted in your cleaning service agreement, we have 100% Discretion, and our clients are entitled to privacy.

Photographs: We routinely take before and after pictures of our work, we are careful to not identify clients directly in the use of our photo's. If are uncomfortable with us using photography in your home please inform us.

Loss or Breakage:

PLEASE BE ADVISED THAT WE LIMIT OUR LIABILITY FOR DAMAGE TO THE COST OF YOUR CLEANING AND WE ASSUME NO LIABILITY FOR DAMAGE OR LOSS OF ITEMS THAT ARE NOT SECURED PROPERLY OR THAT WERE DAMAGED PRIOR TO OUR CLEANING. (Example: heavy pictures hanging from thumbtacks, any type of floating shelves, etc.) Curio or knick-knack items of extreme value, (monetary or sentimental) should be stored in a case behind glass or dusted & cleaned by the owner. All surfaces (i.e.: Marble, Granite, hardwood floors, etc.) are assumed to be properly sealed and ready to clean without causing harm when common cleansers are used.

Cleaning Without limits takes every effort to make sure that damage and loss does not occur but in the event that it does you can count on us to handle things professionally and promptly.

Please take into account that the nature of house cleaning does require us to touch, move, pick up, & clean under items. Accidents can happen, if there are any items that you are worried about, please take this into consideration.

Items excluded from liability in Massachusetts are: Cash, Prescription Medication, Jewelry, Items of sentimental value, Art, Antiques. These items should be cleaned by the homeowner.

We do not clean television screens or computer screens with any product.

We cannot move furniture with electronics on them nor do we move any electronic equipment for the protection of our customers, we will cautiously clean around electronics.

We will not clean any area that is more than 50% cluttered unless this is arranged in the original quote or any provisions.

No representation or warranty made by any other person, expressed or implied.

All customers are non-committed - you can permanently end services with us at any time without any obligation.

