

CUSTOMER GUIDANCES

Life is better with a clean Environment.



"Everything you need to know to get the best out of our service!"



ABOUT OUR POLICY

These terms of service are designed to help our clients understand the service they are purchasing. These terms clarify and describe our guarantee, exclusions, cancellations and potential problems we strive to avoid if at all possible. With your help, these issues can be averted to ensure a successful service to you in your home.

CLEANING DAY HOME PREPARATION

Your price for cleaning is based on the technicians focusing all of their time and energy on the cleaning tasks, rather than routine housekeeping. We kindly ask that you take a few minutes the night before the scheduled service to "pick up." This will allow the cleaning technicians easy access to the areas and surfaces to be cleaned, such as floors, countertops, and table tops. Please remove any dirty dishes from the kitchen sinks. If you would like our cleaning technicians to handle these tasks for you, please contact us in advance so that your cleaning fee can be adjusted to include the additional "cleaning preparation" time.

Additionally, please note that while we bring our own cleaning supplies, we kindly request you to provide trash bags and paper towels.

SCHEDULE "ARRIVAL WINDOW" FOR CLEANINGS

When booking your service, we provide an estimated arrival window for when the cleaning technicians will arrive at your home. If we are late, we will call or text your phone number. If you can not be home, no worries, just leave us the instructions and we will handle it!

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CLEANING TIME

We reinforce that we charge per job, not per hour. Our technicians are trained and have skills to clean in a shorter period of time, but it does not mean that it costs less. Also, if you decide to give our team less work than agreed in the initial estimate, we will still charge the full amount unless discussed in advance.

CLEANING SUPPLIES

Our cleaning technicians bring the tools and products needed to thoroughly clean your home.

SPECIAL OR MISCELLANEOUS PROJECTS

Miscellaneous projects are welcome. Simply email or text us with your special requests so we can give you the best rate and budget them into our next scheduled cleaning.

WORK HOURS

Our normal work days are Monday - Friday 8:00 a.m. to 5:00 p.m. We do work from a schedule and recommend the same time and weekday for your cleaning to create consistency and convenience for us both.

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PET SPECIAL CONSIDERATION AND INSTRUCTIONS

We genuinely adore our furry friends and are proud to be a pet-friendly service! We work with pets every day and understand their importance in your lives. If your pets have any unique needs or concerns that go beyond our cleaning responsibilities, please note that we won't assume responsibility for any damage or liability resulting from their actions during our service. For the initial cleaning sessions, we recommend that you are present at home, if possible. Welcoming new faces into your home can be an adjustment for both your pets and our technicians. Being there during these initial interactions can help ensure a smoother transition. However, we understand this may not always be feasible, and if that's the case, we appreciate your patience as everyone adapts to the changes. Rest assured, we are dedicated to making this adaptation process as stress-free as possible for both your pets and your household. Thank you for your understanding and trust in our services!

Working healthy & happy to your home.



TERMINATION OR PAUSE OF RECURRING CLEANINGS

If you would like to cease receiving service temporarily, long-term, or permanently, or reduce the frequency of your cleaning cadence, we require a 2 weeks' notice.

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PAYMENT FOR SERVICES

Please be aware that to secure the service, we kindly request a 50% advance payment, which will be deducted from your total bill following the completion of the cleaning. This advance payment is a standard industry practice that ensures commitment from both parties. It allows us to allocate the necessary resources and schedule our highly skilled cleaning team for your specific service date. This way, you can have peace of mind, knowing that your cleaning appointment is secured, and we can deliver our best service to you. We offer the convenience of multiple payment methods, including Zelle, Venmo, as well as credit and debit card payments. Please feel free to choose the option that suits you best, and we'll ensure a seamless payment process for you. The other 50% must be due in full upon completion of the work or service provided within 24 hours after our cleaning.

"We bring healthy & happy to your home.."

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FEEDBACK

Getting customer feedback is an important ingredient to a successful house cleaning service relationship. Your feedback helps us monitor the performance of your cleaning technicians and deliver the highest quality cleaning experience in the industry.



100% SATISFACTION GUARANTEE

If you are not happy with any area we have cleaned, simply call the office within 24 hours and we will come back and re-clean it free of charge. The cleaning technicians must be allowed to come back into your home within 1 business day, and usually are able to return the same day. Please note we do not offer cash refunds or money off the cleaning, but we will 100% return and re-clean it.

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NOTE TO CONSIDER

We cannot accept responsibility for breakage due to objects that are inherently unstable or delicate, or inappropriately placed, such as top-heavy items with inadequate bases, improperly hung pictures, or wobbly objects. Such situations are regarded as accidents-in-waiting and may occur no matter how carefully our cleaning technicians are working. In addition, we have noticed that the materials used in many window blinds can become brittle over time and may break while cleaning, or even while opening and closing them. Therefore we cannot accept any responsibility for damages to older blinds. If this is a risk you cannot accept, please let our office know which areas we should avoid and we will add it to your home details. Please move fragile, unstable, or expensive items to a location we do not clean, or ask us to skip that area completely if you do not wish to accept the risk of accidental damage.

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THANK YOU FOR YOUR BUSINESS!
WE LOOK FORWARD TO CLEANING WITH ENVIRONMENT!