Monroeville Office
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Monroeville, PA 15146
(412) 422-1100
info@mrscleanpgh.com
www.MrsCleanPgh.com

Monongahela Office
254 West Main Street
Monongahela, PA 15063
(724) 258-8303
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www.MrsCleanPgh.com

SERVICE AGREEMENT AND POLICIES

200% SATISFACTION GUARANTEE: Mrs. Clean Pittsburgh is dedicated to providing our clients exceptional home cleaning services. Our highly-trained staff uses quality cleaning products and delivers fast, effective service. If you're not satisfied with our professional home cleaning, we offer a 200% satisfaction guarantee—contact us within 24 hours, and we'll return to correct the areas not meeting your expectations at no additional charge. Our policy is not to offer discounts and we will come back to your home. If after you have allowed us to correct your service you are still dissatisfied we will refund you up to double the full price of your cleaning.

1. **WHO:** Mrs. Clean Pittsburgh is independently owned and operated business. Our employees are bonded, insured and identified by their Mrs. Clean Pittsburgh uniforms.
2. **COMMUNICATION:** It is very important that you call our office or email at info@mrscleanpgh.com if you have any questions or concerns about your cleaning service or schedule. We take great pride in our customer service and we will make every reasonable effort to provide you with a highly professional cleaning.
3. **TEAM:** We expect to send the same team to your home for each clean. However, we cannot guarantee it. Illness, vacation, etc. may result in a change of personnel. We make every effort to have at least one of your dedicated team members cleaning your home and may consist of one, two or three technicians for your service. Our main priority is to clean your house with consistent quality, on schedule.
4. **SERVICE TERM:** There is no specified term for cleaning services. Service may be terminated by either party at any time for any reason. We kindly ask that Client provide at least seven (7) days notification of discontinuation of services.
5. **NON-SOLICITATION OF EMPLOYEES:** Client agrees to pay a penalty of $3,000 should he or she engage current or former employees of Mrs. Clean Pittsburgh for housecleaning duties for a period of 1 year past the date of last cleaning of Mrs. Clean Pittsburgh.
6. **OFFICE HOURS:** Our office is open Monday through Friday 8:30 AM to 4:30 PM. Weekend and evening cleaning schedules are available by appointment only and staffing availability. Voice mail is available after hours or if the line is busy. We will return your call the next day if after office hours.
7. **ARRIVAL TIME:** Our teams generally clean homes between 8:00 AM and 5:00 PM. Occasionally, the team may need to stay past 5:00 PM to complete the job.
8. **KEYS and DOOR CODES:** Your home must be accessible to our teams. Most clients provide us with key access in a key box or a door passcode that will be protected and safe.
9. **SECURITY ALARMS:** If your home has a security system, please ensure that it is turned off on the day of your schedule clean. You may also provide us with the code and steps necessary for us to turn off the alarm. We will reset the alarm when we leave. Mrs. Clean Pittsburgh will not be responsible for alarms set off by our mistake.
10. **EQUIPMENT AND SUPPLIES:** We provide our own vacuums and cleaning supplies. If you prefer to supply a specific product for us or use your vacuum to prevent cross contamination, please let us know.
11. **QUALITY CONTROL:** Our quality control managers inspect our teams on a regular basis. They may enter your home during or after the team leaves. Mrs. Clean Pittsburgh does inspections to ensure the highest standards.
12. **CLUTTER:** Mrs. Clean Pittsburgh expects the Clients to provide the cleaning team with a clutter free environment. If that environment does not exist, the team may not be able to fully complete your clean. Toys are to be put away, laundry is in the laundry basket or washer, clothes are to be put away in the closet or in the dresser(s), dishes are in the dishwasher or cabinets. Surfaces and floors that are covered with clutter will not be cleaned.

13. **PETS:** We are a people and pet-friendly company, within reason. If any persons or pets will be in the home while we clean, we ask that indoor activity be limited for cleaning efficiency and safety reasons. We will not clean up vomit, feces or urine as these present a health hazard to our staff. Likewise, we will not clean cat litter boxes, bird cages, fish tanks, etc.
14. **SAFETY:** Insurance and safety issues prohibit our teams from moving heavy objects such as furniture, mattresses or standing on furniture or ladders.
15. **DAMAGED PROPERTY:** Mrs. Clean Pittsburgh carries liability and bonding insurance to protect you and your belongings. While an occurrence is rare, we acknowledge that the possibility of breakage or damage exists while we clean. Our staff is required to report any incident to our office immediately and to leave a written note for the client. We will attempt to repair damaged property first and replace it if not repairable. Mrs. Clean Pittsburgh is not responsible for: wall hangings, window treatments, or blinds that are damaged, poorly constructed, or insufficiently secured; carpets, area rugs, or flooring with pre-existing wear, fraying, loose threads, or manufacturing defects; antiques, heirlooms, collectibles, or fragile items not identified prior to service; wood floors, marble, stone, or specialty surfaces with compromised finishes or undisclosed material requirements; plumbing fixtures or hardware with pre-existing wear or corrosion; pets that escape or cause damage during service; or items discarded that were not clearly identified as trash. Mrs. Clean Pittsburgh does not clean electronics including computers, laptops, tablets, big screen TVs, or stereo equipment. Any items that should not be touched must be communicated prior to service.
16. **RESCHEDULING:** There may be times when weather makes it unsafe for us to travel and carry equipment and supplies to your home. Driveways and sidewalks must be safely cleared and accessible. Holidays and manpower may also necessitate a schedule change. Your understanding and cooperation is greatly appreciated.
17. **PAYMENT POLICY:** A **3% processing surcharge** will apply to all credit card payments. ACH payments are accepted. Minimum service charge is a 1-hour cleaning service for ongoing maintenance cleaning services. Payment is due the day of each scheduled clean. If you choose to pay by cash or check, please leave the payment on your kitchen counter. A current credit card or ACH is required to be on file with Mrs. Clean Pittsburgh for all new clients prior to the initial cleaning service. All major credit cards are accepted.
18. **RETURN CHECK FEE:** A $30 fee will be charged for any check returned by a financial institution.
19. **CANCELLATION FEE:** We request that you give us a minimum of 48 business hours advance notice (Monday clients must call or email at info@mrscleanpgh.com before noon on the previous Friday), if you need to cancel or reschedule your cleaning for any reason. In the event that you do not cancel a clean within 48 business hours of your scheduled clean, you will be charged a $55 cancellation fee. Exceptions to this policy would include rescheduling, illness or death in family.
20. **LOCKOUT FEE:** If the team is unable to enter your home due to the client's fault, (double bolt locks, animals not contained or if the team is turned away at the door of a regular scheduled clean) there will be a lockout fee assessed in the amount of **50% of your regular cleaning price or $120 whichever is greater**. This fee is necessary to compensate the cleaning team for unexpected lost wages and mileage.
21. **INTEREST & LATE FEES:** Accounts not paid within the terms of the invoice are subject to a 1.5% monthly finance charge and $25 late fee.
22. **SUSPENSION OF SERVICE:** If any of the fees listed above have not been paid, your service will be suspended until all fees have been paid in full. If service is suspended and you have not paid in full within 30 days, we will consider you to have terminated service.
23. **COLLECTION FEES:** In addition to any amounts owed Mrs. Clean Pittsburgh, you agree to be responsible for all reasonable collection and attorney's fees we incur in seeking to bring your account current.
24. **EXCEPTIONS:** We do not climb higher that a 2-step ladder. Higher items will only be dusted with an extension duster. We cannot move heavy furniture but will try to reach visible places with an extension. Old mildew and mold may not come out of grout and caulk. Those may need regrouting or recaulking. We will not clean up blood, vomit or feces (of any kind), as these present a health hazard to our staff.

Client Signature _____ **Date** _____