



Featherstone Scrub & Clean Service, LLC

Contact: Customerservice@featherstoneclean.com

Policies and Procedures

The client hereto agrees as follows:

1. **Liability Policies:**

- ❖ Featherstone Scrub & Clean Service, LLC and its employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Featherstone Scrub & Clean Service, LLC or its employees, unless arising from gross negligence on the part of Featherstone Scrub & Clean Service, LLC.
- ❖ Every effort is made to be as careful as possible with your items, however, accidents do happen. Notification must be made within 24 hours of breakage/loss of any personal items.
- ❖ Featherstone Scrub & Clean Service, LLC does not move items more than 35 pounds to protect us and our employees from injury. If you would like cleaning behind heavy objects, please move prior to cleaning.
- ❖ Featherstone Scrub & Clean Service, LLC does not use bleach. If client requests the use of bleach, Featherstone Scrub & Clean Service, LLC is not responsible for any damage it may cause.
- ❖ Featherstone Scrub & Clean Service, LLC is not responsible for damage incurred by the improper installation of any object. All surfaces are assumed sealed. If you know of any surface not sealed, you must notify us so that we may clean properly.

2. **Business Policies**

- ❖ Featherstone Scrub & Clean Service, LLC staff does not clean animal cages or litter boxes, animal droppings, human feces, vomit, soiled clothing or other similar biohazards.
- ❖ Featherstone Scrub & Clean Service, LLC prefers that alarms are kept off for the day of cleaning. If it must be on and the alarm is triggered, Featherstone Scrub & Clean Service, LLC is not responsible for any fees associated with alarm.
- ❖ Featherstone Scrub & Clean Service, LLC agrees to keep keys and other client information secure and confidential. Locksmith fees are paid only if Featherstone Scrub & Clean Service, LLC misplaces the keys.
- ❖ Cleaning rates are subject to change as the condition of your home changes. Additional services need to be requested in advance so we can schedule the additional time and supplies needed.
- ❖ A checklist will be left with client to show exactly what we did in each room to avoid confusion. (Also pic to e-mail)

3. **Cancellation Policy:**

- ❖ Cancellations must be received 2 days prior to scheduled service or full cleaning fees will be applied. This includes instances where we cannot access your home or an employee feels their personal safety is at risk due to an aggressive pet or actions by any individuals on the premise.
- ❖ Featherstone Scrub & Clean Service, LLC reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

4. **Business Hours/Holidays/Weather:**

- ❖ Business and hours fall between the hours of 9 a.m. and 6 p.m.
- ❖ Featherstone Scrub & Clean Service, LLC does not accept time specific calls as we can not guarantee specific times accurately. We reserve the right to cancel scheduled cleanings due to inclement weather.
- ❖ If your scheduled day falls on a holiday, Christmas, Thanksgiving Featherstone Scrub & Clean Service, LLC will call to reschedule.

5. **Bad Check Policy:** A \$30 fee is assessed on all returned checks. All fees are due 1 day from day of service and must be paid online or cash if online is not an option.

6. **Payment Arrangement:** \$50.00 deposit is expected before service can begin. A \$20 non-payment fee will apply if payment is not received 48 hours after cleaning has been completed. There will be a 10% finance fee added on for payments later than 25 days and accrued monthly. We have the right to discontinue services until payment is made.

7. **Guarantee Policy:** Featherstone Scrub & Clean Service, LLC wants you to be completely satisfied every time. If, within 24 hours, you are not satisfied, Featherstone Scrub & Clean Service, LLC will come back to your home and re-clean said items at no additional charge.