

VeraClean, LLC Policy Agreement

Scope of Work: Veraclean, LLC shall furnish all of the materials and perform all of the work as documented on the Customer Checklist on the scheduled dates.

Condition of Service: The interior of the home is expected to be cleared of clutter: 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 that are covered with clutter will not be cleaned. While cleaning, items will not be put away by Veraclean, LLC; they are returned to their original place.

Time of Completion: 1. Arrival time for service is approximate. Weather, traffic patterns and other services performed on a given day may contribute to early/late arrival. 2. The Full-Service and One Time Cleaning appointments are estimates of the hours needed to complete the agreed upon work. The home is expected to be in the same or better condition as on the day of the in-home bid. The customer agrees to pay for hours exceeding the estimate or will provide special instructions to Veraclean, LLC. VeraClean, LLC will attempt to call the client if extra time is needed to complete the job at VeraClean, LLC standards. Extra time that is needed to perform work on a One Time Cleaning will be \$34 per 1/2 hour (with a team of 2 or more) and after the 2-hour minimum. The regular service is a flat fee quote and the hours are an estimate of the time needed to complete the regular service tasks as documented on the Customer Estimate.

Customers will be charged additionally (rate of \$68 per hour for team of 2) during a full service for the following: Wiping blinds, wiping walls, wiping greenery, cleaning inside windows. VeraClean, LLC will attain permission from the client in order for these additional services to be rendered at the time of the full service or at a different date.

Terms for Payment and Policies: Payment is expected at time of service. Veraclean, LLC reserves the right to refuse service when an outstanding balance is due and payment is not left for the regular service. Forms of payment include personal check made payable to Veraclean (net 5 days) and credit card (charged day that service is rendered. VeraClean, LLC accepts Visa, MasterCard, American Express and Discover. We will keep an authorization form on file containing your credit card information and signature. VeraClean, LLC requires an authorization of credit card prior to a first or one time service. A signed and dated policy agreement must be on file before service will be rendered. Payments not received within thirty days will be charged to credit card on file or turned over to a collection agency. Clients agree to pay any and all attorney and legal fees associated with payment collections, should a court order occur in order to collect payment. VeraClean will not be held liable for any costs incurred with collections processes.

Pets: Veraclean, LLC reserves the right to refuse service on the scheduled date if an animal in the home is considered dangerous. Pets left inside the home on the scheduled service date will be protected to the best of our ability. Veraclean, LLC will not be held responsible for the behavior of the pet(s) while the service is being performed. Should pets become a danger or hindrance of any kind to employees, it may become necessary for clients to kennel pets while service is being performed.

Additional Work on Service Date: Our teams are instructed to follow the work requirements listed on your work order. Please call our office 48 hours in advance to schedule your additional needs.

Occupants on Service Date: Individuals in the home while service is performed must not occupy the rooms while the cleaning is being done. It is requested that you move to other rooms and be mindful of our equipment for your protection and the protection of our employees.

Other Workers on Service Date: Our liability and bond policies cover our employees only. It does not cover other workers from other companies in the home on a scheduled service date. If other workers are in the home at the same time as our employees, you will be required to provide a release for our workers with your signature on our Release Checklist. It is your responsibility to validate the work performed by the other company and hold Veraclean, LLC harmless. If actual damage was found from the work our employees performed, it must be reported to our employees before work has commenced by the employees of the other company.

Entrance to Homes - Keys: Veraclean, LLC has permission to be in clients' homes while clients are not present. Veraclean, LLC has been given prior permission to enter the client's home by way of/ but not limited to, garage door entry, back gate entry, back door entry, front door entry, personal key, etc. Should a client choose to provide us with a personal key for entrance into the home, Veraclean, LLC will safeguard the customer key(s) at all time. The key(s) provided by customer will be coded with an identification number only. The management and team associates of Veraclean LLC will handle the key(s) on the date of service. Lost key(s) will be reported to customer immediately with replacement cost paid by Veraclean, LLC.

Security Alarms: Ensure that your security system is turned off or to unarmed position prior to our arrival. Otherwise, disarming instructions must be provided before cleaning commences.

Satisfaction Guarantee: Veraclean, LLC guarantees the work for 24 hours. Any deficiencies must be reported within this time period. Otherwise, the necessary correction will be made on the next scheduled appointment. VeraClean, LLC will only perform the necessary corrections until the items are deemed satisfactory by VeraClean, LLC.

Chemicals and Equipment: Veraclean, LLC will use products that are authorized by the customer only when pre-arranged on the Customer Checklist and noted on our Work Order. Employees are trained and authorized to use the products and equipment of Veraclean, LLC.

Heating & Air Conditioning: When required, Veraclean, LLC employees will need to use the heat/air conditioning by raising/lowering the thermostat to a comfortable setting to prevent extreme cold/heat exhaustion, fainting and possible interior damage to customer home.

VeraClean, LLC Employees: Employees are not authorized to use any undocumented items in the customer's home and are required to document any damage found or incurred on the day of service. All employees have authorized and passed a background inspection by a certified agency. Customer is expected to report any concerns to Veraclean, LLC immediately.

Discounts: Coupon discounts will be validated by Veraclean, LLC. Please present at time of cleaning or prior. Referral bonuses (\$25 per referral) will be issued after the referral has completed Regular Service (weekly, bi-weekly or monthly cleaning) for a period of 90 consecutive days. Bonuses will then be discounted from the client's next regular scheduled service. Customers who refer a One Time Customer will receive a \$10 credit toward their next cleaning following the completion and payment of the One Time Customer Referral.

Weather: For the safety of our employees, extreme weather days may require a cancellation and re-schedule of services. VeraClean, LLC will attempt to re-schedule at convenient times for the client.

Cancellation Fee: A cancellation fee of the full and current invoiced cleaning rate will be charged to the clients' account, for cancellations that occur less than 24 hours prior to the next scheduled appointment. Please call Veraclean, LLC, with an advance of 24 hours or more, so that we may reschedule your appointment. Clients will incur a fee of \$25 on day of cleaning if home is not accessible in a timely manner to VeraClean, LLC employees.

Damage to Property: Clients agree to notify VeraClean, LLC within 48 hours with information regarding damage at their residence. This includes, but is not limited to: broken items, damage to furniture or house structure. Contact must be made either by email or voicemail if the 48 hour window does not fall on a business day. VeraClean, LLC will reimburse the client for the cost to replace or repair the item. We encourage our clients to safeguard irreplaceable and antique items in a location where they will not be handled by our team members. VeraClean also reserves the right to obtain three replacement values for items that are broken or damaged.

Customer Signature: _____
(type in signature if sending by email: ex. /Jane Doe/)

Date Signed: _____

VeraClean Signature: _____

Phone 303.470.9546

Fax 303.470.0713