

## **2018 Terms, Conditions & Policies**

### *Payments for Services & Refunds*

BJK Cleaning Services Terms and Conditions is provided as a guide of what is expected of our clients. Payment for cleaning services is due in full at the time of service unless other arrangements have been made. A valid credit card/debit card can be on file in order to pay for your scheduled services. There is a \$5.00 credit card processing fee. If you will be paying by check or cash on a regular basis, and no one is going to be home on the day of your scheduled cleaning service, payment must be left on the counter. If we arrive to clean and there is no payment, we will contact you immediately. BJK Cleaning Services gladly accepts payment in the following forms: Cash, Personal Check, and Credit Cards. Please make checks out to BJK Cleaning Services. Should a check be returned, a \$35.00 Returned Check Fee will be added to your account. If the bank is in error, they should reimburse you for this expense. There will be a \$75.00 fee, plus any court costs, attorney fees in addition to the balance due, for any account we must refer to collections. We pride ourselves in giving superior service to our clients. We go above and beyond to make sure you are completely satisfied with your cleaning service. If you are dissatisfied with your cleaning service for any reason, please contact us within 24 hours of your cleaning and we will try to resolve the issue. A cancellation fee will also apply if you do not cancel at least 48 hours in advance. (See below) If you need to cancel or reschedule your cleaning service, please give us at least 48 hour-notice. Please consider our scheduling/preparations and that we are reserving a time slot for your cleaning. A fee of \$100.00 will be applied to all accounts that are not canceled/rescheduled at least 48 hours before your scheduled cleaning day. Valuables Should you decide that you would like us to clean items within curio cabinets or items of monetary/sentimental value, the following release of liability shall be in effect: Client hereby releases BJK Cleaning Services from all liability arising out of cleaning these items. Service Limitations a). We do not allow our crews to climb higher than a 2-step ladder. b). We do not allow our crews to move furniture over 15 LBS but will try to reach a visible place with an extension duster. c). If an area in the home is considered or has the potential to be considered a bio-hazard, that area will not be cleaned (emptying/cleaning cat litter boxes, human/animal excrement, etc). d). We are a very responsible cleaning company and are extra careful not to break or damage anything while we clean. However, at time accidents can happen. (For this reason we have general liability coverage our insurance policy. Identical replacement is always attempted, but not guaranteed. We request that all irreplaceable items (whether sentimentally or monetarily valuable) to be stored and/or not cleaned by our staff. BJK Cleaning Services office must be notified within 24 hours of service if a client should find that something is damaged. e). BJK Cleaning Services will not be held responsible for damage of items due to improper installation. It is assumed that all surfaces and fixtures are sealed and ready to clean without causing harm. It is to the clients advantage to have the home picked up as much as possible allowing us to be able to get to all areas so that we can optimize your cleaning. At BJK Cleaning Services, we provide light straightening of the areas that we clean. If such areas/surfaces are cluttered at the time of cleaning, our team will clean around those areas and you will be notified. Entry to BJK Cleaning Services has three different options to choose from so that your cleaners have entry into homes. 1). Client may opt to not give a key to the company and be home on their day of cleaning. Because we cannot give an exact time, the client must be home during their specific time frame to let the cleaners in/out of the home. If no one is home when the cleaners arrive, a cancellation fee will be charged. (See fee above) 2). Client may provide the company with a key. In the event of termination of the cleaning agreement, keys will be returned to the client within 48 hours of the final cleaning. For your protection, keys will not be linked to any information pertaining to the client. Keys are kept in a secured area and are crossed referenced in case of loss. 3). If a client chooses to leave their door unlocked, place the key under the mat, or leave their house key in an unsecured place for the cleaners to gain entry, the client BJK Cleaning Services from all liability that arises from damage made before or after the cleaners leave the premises. The client understands that they will be responsible for any damages that are caused before/after their scheduled cleaning team. It is not necessary for the client to disarm their alarm system for their scheduled date of cleaning. If you would like, you may contact your alarm company and have a house cleaner code issued. If a code and or key is provided, we will keep it securely locked at our office until your scheduled cleaning

day in which they will be distributed to the cleaning crew. BJK Cleaning Services occasionally sends out promotions via email and text messages. Once you enter your information on our website for a personal quote, you are granting us permission and consent to send out the promotions. Digital Media: Occasionally we like to take before and after pictures of your home. Interior pictures will be for our reference only and will not be publicized without your consent. Interior images will be focused on the room and or damage we may find and will not be focused on personal property unless it is your personal property that was damaged and is required by our insurance to process a claim. If we wish to use pictures of the interior of your home, we will contact you directly before doing so. Exterior pictures of your home we would like to use for possible advertisement on such places like our website, Facebook and so forth. If we decide to use any exterior images of your home, we may contact you as a courtesy but is not required. At no point will any image include images of any person living in the home. We do respect your right to privacy.