

Service Agreement

So Fresh So Green STL reserves the right to make any changes to any part of this service agreement without giving any prior notice.

By ordering So Fresh So Green STL services by telephone, e-mail, or its website the client accepts and agrees to the So Fresh So Green STL service agreement.

Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service we will return to your home to re-clean the area within 24-hours. Please contact us as soon as possible during our normal business hours.

Employees

The only people employed by So Fresh So Green STL are Jennifer and Christina DeAngelis, the owners of the company. Both of us have clean back grounds and several references.

Payments:

Payments are due in full upon completion of service. For your convenience, we gladly accept cash, personal checks (payable to Jennifer DeAngelis) and credit card payments. Customers paying with cash or check may leave payment at their residence. Recurring customers paying with a credit card are required to have a valid credit card on file, credit card will be charged automatically on scheduled day of service.

Returned Checks: There is a \$35 NSF Fee for checks returned unpaid from your bank in addition to the unpaid balance. The unpaid balance must be paid by cash or credit card immediately upon notification.

No payment Upon Arrival: If no one is home upon our arrival and there is no payment left behind, we will contact you immediately for a credit card. If you are unavailable or do not wish to use a credit card, we will have to reschedule your appointment.

Tiping: So Fresh So Green STL never requires tipping, but you can tip if you would like. Just leave your tip along with your payment. That is just a special thank you for our hard work. Also, leaving us a note of appreciation means so much to us. We sincerely appreciate your business.

NOTE In an effort to remain green, if a receipt is requested, all receipts are emailed. Receipts are emailed the following business day.

Refunds:

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied with our services! We offer a Guarantee on all our services, if a task was not completed to your satisfaction or was missed during our visit, simply contact us and we will return to your home and re-clean the area or task with which you were dissatisfied at no additional cost to you.

Price Adjustments:

There are no refunds for gift certificate purchases.

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. As the needs or conditions of your home change you may receive a price increase. Prices for your regular maintenance cleaning are guaranteed for the duration of 12 months. If a client discontinues and reinstates service with So Fresh So Green STL after a period of 3 months the original price is not guaranteed, and a new rate may be given.

Parking:

If there is no free public parking within a 1 block radius of your home, our customers are responsible for providing our cleaning associates with any one of the following (which must be within a 1 block radius); a permitted parking space (personal or public), a valid parking permit, or cover all parking fees incurred while cleaning your home. If a parking spot cannot be found within a 1 block radius by the cleaning associate nor provided by the customer within a 15 minute window, your appointment will be canceled/and or rescheduled. In the event that this occurs you will be charged a \$50 cancellation fee.

Keys and Alarm Systems:

Many So Fresh So Green STL customers provide us with a copy of the key to their home, and we take extreme measures to protect each key. Each key is locked in our key safe box. We do not return keys by mail. Keys must be hand delivered in person to the customer, customer must present a picture ID before a key will be released. If you have an alarm system at

your home you can give instructions on its operation to So Fresh So Green STL, However, we prefer that your alarm be left off on the day of the cleaning.

Lock Outs:

A lock out fee of \$50 will be assessed in the event that our cleaning associate(s) arrive and are unable to access the premises despite the reason.

Arrival Window:

If you wish to be present during the cleaning visit, please be advised that we provide arrival windows. We will arrive any time within your scheduled arrival window. You are expected to be present or have made arrangements for us to gain access to your home within your scheduled arrival window. Failure to do so may result in having to cancel or reschedule your visit, a cancellation fee of \$50 will be charged.

Cancellations/Rescheduling:

We require at least 2 business days notice for the cancellation and/or rescheduling of any scheduled appointment. In the event of cancellation/rescheduling with less than 2 business days notice, a cancellation fee of \$50 will be assessed. We are very strict on our cancellation/rescheduling policy, please honor it.

Tardy:

Many things can affect our schedules, such as cancellations, lockouts etc. If we happen to be running late to your appointment you will be contacted as soon as possible and provided with a new expected time of arrival.

Pets:

We are pet friendly but appreciate your help in making sure pets are secured and safe on cleaning days. We should be made aware of any special requirements in safeguarding your pet(s).

For health reasons we will leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit, and/or fecal matter. We will do our best to clean around these areas. If your pet has an accident, it will be your responsibility to clean it up.

Your Valuables:

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectible or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money, credit cards, and check books as well. We are not responsible for missing currency.

Broken/Damaged Items:

We will take extra care with your belongings, however regrettably and although not common, from time to time something may be broken or damaged. If there is an item that is believed to be damaged by one of us, it must be reported to So Fresh So Green STL within 24 hours from the completion of the service in efforts to properly investigate the issue. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were broken because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface).

Glass Shower Door(s):

You are responsible for notifying us if your glass shower door(s) are NOT 100% secure. However when we arrive to clean we will inspect your shower door(s) to ensure that they are fully secure prior to service of the shower. If upon inspection we recognize that your shower door(s) are not fully secure you will be notified of the risks immediately. At that time you have the option to decline service of your shower and/or shower door(s) or we can proceed with service. If the client decides to proceed with service of the shower and/or shower door(s) pictures of your shower door(s) will be taken prior to the start of servicing the shower doors(s). Additionally, the client agrees not to hold So Fresh So Green STL responsible if this results in the shower door being damaged/broken. So Fresh So Green STL is not responsible for damage due to faulty and/or improper installation of any item.

Extra Services:

If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 48 hours in advance so we may allow the extra time needed at your home and we can give you a quote for the additional services.

Lifting & Climbing & Bending

We do not climb higher than a 3ft 2-step ladder or move/lift items heavier than 20 lbs.

These types of activities put us in danger of back injury or could even damage something in your home. However there might be times when you want us to move furniture, for example: tables, large chairs, etc. In these cases we are not responsible for: their breakage due to aged/old or faulty manufacturing nor are we responsible for any damage moving these items may cause to your floor. We will not move furniture that contains electronics. We will not pull out any appliances (for example a stove, fridge, washer/dryer) however if moved out prior to the cleaning visit to allow access we would be more than happy to clean the exposed areas. We do ask that you place the appliances back into its proper place as well.

In-Home Climate Control:

In-home temperatures should be comfortable prior to the start of service. Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold. In the event that your appointment is canceled due to uncomfortable temperatures within your home you will be charged a \$50 cancellation fee.

Privacy:

So Fresh So Green STL Cleaning Service takes privacy very seriously. We at no time will share any customer information with ANY outside source.

We do NOT:

- Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained in these areas, nor are we equipped.
- So Fresh So Green STL reserves the right to refuse to service a home with ANY insect infestation (including seasonal). In the event that an infestation is identified, the cleaning staff will leave the property. You will be contacted immediately and charged a cancellation fee.
- Clean the interior of curio cabinets (will only dust exterior)
- Provide any pet or children-related services, nor empty diaper pails.
- Clean Chandeliers
- Provide stain removal
- Wash walls (we spot clean only)
- Clean exterior of windows that require a ladder of any kind
- Remove Paint
- Service outdoor areas
- Clean areas above the reach of our 3ft step ladder
- Clean Animal waste or litter
- Move or lift items over 20lbs