
COMPANY PROFILE

DB Cleaning Services Inc.

Philadelphia - May 01, 2017



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Welcome to DBC!

Hello, my name is Douglas, I am the founder and owner of DB Cleaning Services, I would like to personally thank you for your interest in DB Cleaning Services. Please read this carefully as we would like you to *tour* around our company. The entire staff at DBC is committed to providing you with the very best service possible. We look forward to the opportunity to deliver on our guarantee of excellence and allow you to experience firsthand the benefits of choosing DB Cleaning Services. It is our goal to not only meet your expectations, but to exceed them!

Please go through this **WELCOME PACKET** with our full **COMPANY PROFILE**, as you get to know us, what make us stand apart from our competitors, you will also feel more educated and valued as a customer, because DB Cleaning Services **CARE!** This pack contains valuable information on every aspect you might have a question.

Remember, there are no contracts, ever. "Our quality is our contract!" We do have a client agreement along with the proposal. The client agreement lists all the important and helpful policies. At the end of this packet we have listed our **Company Terms of Service** that we would like you to be aware of, you can also check on our website under the Resources section. Thank you!

Warmly,

Douglas Dutra

Owner and Director of DB Cleaning Services

Company Background

A) Company History - Who are we?

DB Cleaning Services was founded in 2003, in Philadelphia, PA by its owners Douglas and Brunna Dutra. The company is a family operated business and it was composed by a team of two Residential Cleaners: "Douglas & Brunna Cleaning Services" which is known by: DB Cleaning Services.

Douglas & Brunna dove into the Cleaning Industry and after working one year at local house cleaning jobs, they realized that the cleaning business was more than hard work because they were not just able to work together as husband and wife but also spend more time as a family. Being a job they both really enjoyed, took pride on, and most importantly, provided top-quality service for every customer. Douglas and Brunna took on the hard work and provided valuable free time to their clients to relax and enjoy with family and loved ones while appreciating a nice and clean atmosphere.

Their goal as house cleaners has been since it started to offer honest, reliable, affordable and quality Residential & Commercial Cleaning Service to the greater Philadelphia area. Currently, with its wings spread, the company is providing services across the "Tri-State" Area of Pennsylvania, New Jersey and Delaware. With 13 years of experience, DB Cleaning Services has been attending the local demand priding itself on an outstanding record of reliable, affordable, quality service and attention to detail that you will not find any business more dedicated to your cleaning satisfaction.

From its humble origins as a team of two of DB Cleaning Services in the early 2000s, the company now holds more than 200 clients and a team built of dedicated and core trained professionals.



B) Business Competitiveness

1. What Should You Consider When Hiring a Cleaning Service?

Many things comes into play when answering this question, so before hiring any cleaning business make sure you have asked and learned the following “what”, “how” and “why” questions. Below we can explicitly inform you what we can offer, how we work and why customers hire us. Hiring a service to clean your space is a serious decision. We at DB Cleaning take this very seriously as many consumers hire cleaning services without asking the right questions and finding out the right information. Please also refer to our FAQ section on our website at www.mydbcleaning.com. One of the statements could be the answer to your question(s), if your questions still haven't been answered through this document, refer to our office staff by calling at (215) 253 6112 or e-mailing us at info@mydbcleaning.com.

2. What we do and offer?

DB Cleaning Services is fully licensed, insured and bonded for home and janitorial cleaning services. We provide professional cleaning services at a very competitive pricing to individuals, families and small/medium sized companies in the Tri-State area of PA, NJ and DE. As we are also expanding our business, we have been accepting *new areas. DB Cleaning Services offers cleaning plans to suit your home or business. A full description of our services by room is offered below on our Services Information Section. We offer weekly, bi-weekly, *monthly, one time cleaning (move in/out, spring, etc) and *custom cleaning service intervals with no long-term contracts.

**new areas served could be available where you live (please check availability with our office staff)*

**monthly service plan (please check availability on our schedule with our office staff)*

**custom cleaning service intervals (please check availability on our schedule with our office staff)*

3. How do we work?

DB Cleaning starts the process with a quote, once the proposal is accepted by our client we schedule an Initial Cleaning, after the Initial Visit we schedule the Regular Visits based on a fixed schedule, DB team will provide you with available days to start the Recurring Cleaning. Prices vary from customer to customer as it is very relative to lifestyle, home sq. ft., frequency of cleaning visits and some other factors that could be implied. For the Initial Cleaning (deep cleaning), our prices are based on a man-hour budget starting at \$35 hourly for a minimum of two hours, and for the Recurring Cleaning (general/maintenance

service), our prices are based on a flat rate. A full description of our services by room is offered below on our Services Information Section.

4. Why should you hire us?

Mainly our goal is to please our clients with their cleaning needs and to ensure quality service through our attention to detail and outstanding customer service. In addition to that, we are pet-friendly. DB Cleaning Services strives in simplifying our customer's lives by saving them valuable time and energy so time is freed up for business, family, friends and fun!

DB Cleaning Services is a professional reliable company, fully licensed, bonded and insured, we carry both Worker's Compensation and Liability insurance. We are not a cleaning franchise or a housekeeping referral agency. Our staff is comprised of professional cleaners that are employees rather than independent contractors, providing protection for our clients. If there were to be any accidents in the home/office, either property or personal injury to the cleaner, our insurance would cover any loss. Services that utilize independent contractors do not carry insurance. What so many clients don't realize is that if they hire an independent contractor, they are the consumer and employer. They will be responsible for paying payroll taxes, Social Security, Medicare, Unemployment Insurance, and Worker's Compensation for that independent contractor. With us, you do not have to worry about it at all!

Besides, our employees have been rigorously trained. For our customer's peace of mind, each employee agrees to be background checked and drug tested. You can rest assured that the person in your home/office has integrity, is trustworthy, and is held accountable to DB Cleaning's stringent policies and standards.

We offer more than 13 years of reliable work and experience, if we are in business all these years, be sure that we have been doing something right. We really want to earn your business for the long term and endure a very long lasting relationship, and this is why we offer such amazing prices without sacrificing quality. Here at DB Cleaning Services, we price our services according to our client's budget; what works for our client works for us! Our pricing structure is simple and very competitive! We are flexible with what works best for you. Our prices are based on "man hours" and starts at *\$35.00/hour for the One Time

Cleaning Service and the Initial Cleaning. After the Initial Visit, a fixed rate is established for continued service.

**rates may go up if service performed on weekends being the rate of \$45.00 hourly per man hours*

We schedule your service visits within one to two hour windows, so you will always know when to expect us. You can always call or email us should you need our assistance in between scheduled cleaning services.

Your business is important to us and we want to make sure you are happy every time we clean. If we didn't clean something to your satisfaction or if we missed a spot, contact us within 24 hours and we will re-clean it FREE, that is our guarantee.

C) Benefits & Features?

* We are Pet-friendly / * Natural products available / * Trained & Screened Staff / * Licensed, Insured & Bonded / * No contracts to sign / * 100% customer satisfaction / 24h Guarantee / * Flexible Schedules & Reasonable Rates / * Easy Communication

D) Quality Policies

We at DB Cleaning Services are committed to meet & exceed the expectations and requirements of our customers by providing high value and quality products and services, on time, every time, through continual improvement of processes and systems. This includes:

- Maintaining a shared quality vision and a focus on continuous improvement to our products, processes, and services;
- Understanding the requirements and meeting the needs of our customers;
- Improving customer satisfaction and ensuring "ZERO" customer complaints;
- Planning the production and achieving the same;
- Involving all employees in the delivery of quality products and services;
- Meeting all current requirements for national regulations.
- Imparting training on all the above.

E) Consultation

DB Cleaning Services is proud to offer free in-home consultations if necessary. Every space cleaned by DB Cleaning is unique. With this in mind, we are more than happy to adapt our cleaning services to accommodate your specific cleaning needs. A cleaning consultation from DB Cleaning Services allows you the opportunity to have any questions answered about our services. During the consultation, a company's custodial technician can go over which of our services best fits your needs and budget.

Strategy & Vision

A) Vision Statement

Our vision is to embrace residential and commercial business with **the highest quality**, reliable and affordable services with **100% satisfaction guarantee** and friendly customer support.

B) Mission Statement

Our mission is to ensure that when you walk into your home or office it instantly feels clean and fresh and your are 100% satisfied. We want to make you feel comfortable again. We treat each job with absolute individuality, taking special attention to details and acting accordingly. **Our commitment to your satisfaction is the driving force behind everything we do.**

C) Core Values

We put our **CUSTOMERS** at the **CENTER** of what we do.

We value, challenge and reward our **TEAM**.

We build our future on our **FAMILY** business foundation.

We put **HONESTY AND INTEGRITY** above everything we do.

We take **OWNERSHIP AND PRIDE** in all of our doings.

We maintain a constant sense of **URGENCY**.

Services & Specialties

A) Our Specialties

Some of our cleaning specialties include:

- Houses
- Offices & Home Office Cleaning
- Post-party cleaning
- Post-construction
- Move-ins/outs
- One time cleaning (Deep Cleaning/Spring Cleaning)
- Restaurant Cleaning
- Schools & Nursery
- Hotel Cleaning
- And more!

B) Our Services by Room

DB Cleaning Services offers Deep/Spring Clean and Maintenance Clean for Residential & Commercial Customers. For both services it is a specialty of DBC to perform the method of Top to Bottom, Left to Right, Front to Sides detailed cleaning. Our clients are always in control, they are able to choose between the Deep Clean and the Maintenance Clean, in addition to being able to customize according to their needs. The lists bellow is for your information only as it may vary from Residential & Commercial customers' needs. (Please note: this is a list only and it can be customized according to your needs).

1. Residential

MAINTENANCE SERVICES

General Cleaning in All Rooms:

- Cobwebs removed
- Dust top of door frames and door knobs
- All light fixtures and ceiling fan blades dusted
- Dust windows, all open window-sills, and frames
- All interior windows cleaned (upon request)

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- Dust all baseboards, switch plates, and outlet covers
 - Dust and clean all wall hangings
 - Dust decorative accessories (pictures, collections, etc)
 - All glass and mirrors cleaned and sparkled
 - All furniture dusted and polished
 - Hard Floors swept and damp mopped
 - Carpets and Area Rugs vacuumed
 - Empty wastebaskets and reline

Kitchen:

- Cabinet fronts and knobs dusted and spot cleaned
- Tabletops, countertops and backsplash cleaned and sanitized
- All sinks & drain, scrubbed, rinsed and buffed.
- All stainless steel and chrome fixtures cleaned and shined
- Range Hood/Exhaust Fan, Stove top and dripping-pans cleaned and sanitized
- Microwave oven cleaned inside and out
- Exterior of small appliances wiped down (toaster, blender, etc...)
- Exterior of large appliances wiped down (oven, refrigerator, dishwasher)
- Clean front and top of refrigerator where possible (inside upon request)
- Garden Window above sink spot cleaned.

Bathrooms:

- Cabinet fronts and knobs dusted and spot cleaned
- All vanities, sinks, and countertops cleaned and sanitized
- All stainless steel and chrome fixtures cleaned and shined
- Toilets cleaned and sanitized including base and rear
- Tub and shower scrubbed, cleaned and sanitized (hard water/problem showers may request special treatment)
- All shower tile cleaned and sanitized
- Clean tissue and towel holders
- Towels Changed, if provided (must mention and arrange for it)
- Apply mold control treatment.

Bedrooms:

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- Trash emptied
 - Vacuum under bed (if accessible)
 - Lamps and Lamp Shades Dusted
 - Beds Made and Linens Changed (1 bed), if provided

Dining Room:

- Lamps and Lamp Shades Dusted
- Dining Room Table Dusted / cleaned
- Vacuum under Dining Room Table

Family, Living Room and Common Areas:

- Vacuum under furniture cushions
- Lamps and Lamp Shades Dusted

Utility Room:

- Exterior of washer and dryer cleaned
- Clean and sanitize utility sink

Hallways, entries and foyers:

- Entry door window cleaned

DEEP/SPRING CLEAN SERVICES

Extra and Deep Services in All Rooms:

- Detail Vacuuming of Blinds (wash upon request)
- Hand Wash or Wipe Ceiling Fans
- Clean Sliding Glass Doors
- Remove Books from Bookshelves and Clean Shelves (upon request)
- Vacuum All Furniture
- Clean Underneath Area Rugs (where possible)
- Detail Cleaning of Baseboards
- Clean/Oil Woodwork
- Clean all Window Interiors
- Wash Cabinets

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- Wash Doors
 - Tile and Grout Cleaning (special treatment upon request)
 - Carpet Steaming (upon request)

Kitchen:

- Clean Inside Refrigerator
- Clean Inside Freezer
- Clean Inside Oven
- Clean Under Stove Top
- Clean Exhaust Fan/hood
- Wash Cabinetry Floor To Ceiling
- Clean & Vacuum Tops of Cabinets and Items on them
- Wash Out Trash Cans
- Wash Walls (upon request)
- Degrease and Clean Cabinets and Drawers Exterior Interiors
- Remove all Items from Cabinets and Drawers, Clean, Replace Shelf Paper, Replace Items (upon request)

Bathrooms:

- Clean Inside Cabinets and Drawers (upon request)
- Wash Woodwork
- Wash Window Interiors
- Remove all Items from Cabinets and Drawers, Clean, Replace Shelf Paper, Replace Items (upon request)
- Wash Walls & Ceilings (upon request)
- Wash Doors & Hinges

2. Commercial

DB Cleaning attends the needs of every commercial space, we help our clients with various services as we offer a flexible schedule, should it be late hours or early hours we can accommodate our customers' needs without having to disturb the office daily work routine.

Office Space & Home Office:

- Dust furniture, picture frames, windowsills and other horizontal surfaces.

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- Clean partition glass and mirrors.
 - Remove smudges and spills with damp sponge from walls and light switches.
 - Clean and vacuum upholstery.
 - Spot clean carpet, detail corners and hard to reach areas.
 - Vacuum all carpeted areas.
 - Properly position furniture.
 - Meeting Room cleanup and sanitizing
 - Reception area cleanup and sanitizing
 - Restroom cleanup and sanitizing.
 - Kitchen cleanup and sanitizing.

3. Additional Services per Request

DB Cleaning Services offers extra services upon request. Usually our customers who has been on a maintenance service (general cleaning) tend to request when is needed some extra cleaning and DB Cleaning Services has helped dozens of families and individuals to achieve their needs by offering the following services below. For information on prices, please consult with one of our Office Staff.

- Fireplace Cleanup
- Inside Refrigerator Cleaning
- Inside Oven cleaning
- Inside Cabinets and Drawers Cleaning (bathrooms, kitchens, and any other rooms)
- Bookcase/Shelves organizing and cleaning (removal of item, books, and other miscellaneous objects to clean up only)
 - Books Cleaning (books can only be cleaned on a special treatment, please consult with our office staff about procedures and prices)
 - Change Linens (if left out - notify office if one or more linen change is needed)
 - Window Cleaning
 - Garage, Patio & Deck Cleaning
 - Upholstery Cleaning
 - Steam Carpet Cleaning
 - Wall washing
 - Wood Paneling

B) Services Description

Initial Deep Professional Residential Cleaning: DB Cleaning Services offers a first time cleaning at a hourly rate, this initial deep cleaning is to prepare your home (house, apartment, loft etc) for the recurring services on a daily, weekly, bi-weekly or monthly plan (ask for availability on the monthly plan). Initial cleaning takes more time and effort to clean all areas, since some part of your home has been neglected over time and this process is needed to help us get rid of the OLD DIRT first, so we can manage the NEW DIRT on a regular general maintenance cleaning on the plan of your choice, and to ensure the quality of our services leaving your space sparkling clean again. The regular cleaning will be scheduled at your best convenience after the Initial Visit and is charged on a flat rate.

Maintenance Professional Residential Cleaning: After the Initial Deep Cleaning, DBC will maintain your home with a general cleaning. Many people out there complain that cleaning businesses usually start well and then decrease in quality services after awhile, with DB Cleaning Services, you are worry free, the method we use is applied to any cleaning service we provide, weather is a Deep, post-party, commercial we will always clean from Top to Bottom, Left to Right and Back to Front. There is for sure a difference in among our services provided, but it does not change our quality (for more information on what is offered in each cleaning review the section above, Our Services by Room) . We offer plans of frequency visits, you can always choose what is the best option for you, the more frequent the less you pay. We have available weekly and bi-weekly plans, for Monthly plans because this option can at times cause conflicts with our other regular schedule we ask you to call our office staff at 215 253 6112 to check on the availability for your area. Monthly plans works on every 4 weeks exactly and it can not be every after 3 weeks or 5 weeks or every certain day of a month.

Professional Office & Home Office Cleaning: The cleanliness and organization of your office says a lot about you and your business, that is why DB Cleaning Services helps our customers to maintain your professional space sparkling clean, healthy and organized. We have a flexible schedule to work with the time of your choice, should it be early or late office hours we will be there to ensure your place is clean without having to disturb your

office staff on their daily work routine. Multiple visits are available during the week or weekends (check with our office staff for availability) if you deem necessary to your business.

Professional Commercial Cleaning: DB Cleaning Services not only offers office cleaning as we also help many other industries with janitorial services. We help our customers with their space, whether is a Retail Store, Day Care, Restaurants and more we provide services to our clients according to their company's needs, working on a flexible schedule to accommodate any time requests and ensuring the quality of our services.

Professional One Time Deep or Spring Cleaning: There comes a time where a well deep or spring cleaning is needed. DB Cleaning Services has a professional well trained staff prepared to go through any areas of your request with attention to details. Weather you need inside of your oven or fridge to inside of cabinets and drawers, anything you may need or deem necessary, DB Cleaning Services can help. You can always request any of our additional requests and we will arrange our services to you.

Professional Move In/Out (Sales Presentation): Weather you are an Individual Private Landlord or a Real State Business renting, selling or buying properties we understand the need of your house, apartment, space or any other type of property you may possess being very presentable with that spotless and sparkling clean touch that only DB Cleaning understands, we are specialized in deep and detailed cleaning leaving your place ready for that next person/family to move in, and or when moving out. We will even pick up a fresh bouquet of flowers!

Professional Post Party Cleaning: We understand how fun it is to enjoy a party but how unmotivated it is to have hands on in all of that mess simply left behind after a very fun time, and that is why DB Cleaning Services has been offering solutions to all our customers to overcome that process of post party clean up. Our professional team are trained to take care of every detail while you sit and relax.

Laundry Services: DB Cleaning Services is only entitled to bring your clothes to the Laundry Room or take it to other Rooms if you deem necessary. For liability reasons DBC does not offer wash, dry and folding services.

Sheet Changing: We always change and make one bed per visit. If you need other bed sheets changed, we are happy to oblige for \$5.00 per bed.

Vacation Services: While you are out of town is often a good time for larger cleaning projects such as spring cleaning or major organizational tasks like the play room or your kitchen. We can also bring in the mail and water your plants.

Cleaning and/or Organizing: We will clean and organize anything from your pantry, your garage to your office supply cabinets.

Windows: For Initial Cleanings, Deep Cleaning, Move ins/outs this service is included for all the inside windows. For maintenance cleaning it needs to be requested with our office before your next cleaning service. Fees are: \$2.50 per each window inside or \$7.00 inside and outside.

Carpets and Upholstery: For steam cleaning of carpets and upholstery we charge a fee of \$100.00 minimum for a project and \$50.00 per each standard sized room (12 x 15 - one area = up to 200 square feet). Stairs are considered a room and will be charged at the same fee of \$50.00 per set of stairs. All carpentry area are pretreated for removal of stains of high traffic areas. Odor control products (OSR) are available for a nominal fee based on what is necessary. Upholstery cleaning varies depending on fabric and size. Approximate prices are as follows: sofa \$100.00, love seat \$80.00, sectional \$160.00, recliner \$50.00, wing back \$35.00, dining chairs \$10.00, and ottoman \$18.00. For liability purposes we do not clean natural fiber (100% cotton or wool due to shrinkage.)

Refrigerator/Freezer and Oven Cleaning: DB Cleaning Services will clean, sanitize and organize all the inside of Refrigerators/freezers and ovens when requested. Fee is \$25.00 per appliance.

Tile and Grout Cleaning: Tile is professionally steam cleaned and degreased. Acidic cleaners are used when necessary. Sealing of grout is important every few years depending on usage and wear. We use only the best products available. This procedure is important in reducing mold, mildew, hard water deposits and soil build up. This service could include but

not limited to, showers, counters and floors. Approximate fees are \$1.00 per square foot for cleaning and \$0.60 per square foot for sealing (must be cleaned first.)

Company Terms of Service

A) Policies & Procedures

1. General Information

DB Cleaning Services follows these policies in order to keep our business with high standards and maintaining the quality of our services and customer care. We value your residential or commercial space and appreciate your business. For both the protection of our clients and our company please read the following Policies and Procedures:

Our Standards:

Whether it comes to efficiency or a relentless attention to detail, we pride ourselves on having the highest standards in the business. Every single one of our cleaners are trained to use our unique and exclusive cleaning process. Not only does this make them the best around, but it ensures that you get the job done right every time.

Your Estimate:

In order for us to provide you with the most accurate estimate possible, we will need to know as much as possible about what you expect of us, including exactly what you want us to do and how often. Once we have that information, we will create a proposal with a custom cleaning plan for you and base our estimate on the amount of hours required and the frequency of our visits. To start on your process you can simply contact us from our website by submitting your contact information. Or you can call our office at (215) 253 6112, you may also e-mail us at info@mydbcleaning.com. One of our customer service representative will contact you and guide you through out the process.

Prices and Fees:

We base our estimate on the nature and frequency of your work schedule according to the following fee schedule:

1. Hourly: \$35 per MAN-HOUR. Services charged on a hourly base are Deep/Spring Cleaning, Move Ins/Outs, and more. 2 man-hours minimum

2. Package/Job Price: Our flat rates starts at \$100.00 minimum and it varies according to square footage, frequency and additional requests on any home/office with the maintenance cleaning. Most of our clients opt for this pricing arrangement. Ideal for the same job, every occasion. Prices are based on client's needs. You are in control to choose what you deem necessary. DB Cleaning will offer a custom plan based on client budget and needs.

3. Additional Services: will be billed at our flat rate per room depending on the project. If an additional service is added to your regularly scheduled cleaning this is ideal for a basement, bathroom or other room that needs occasional/spring cleaning. Some extras services requested may be charged on a hourly base, please contact our office to obtain more detailed information on our extra services and get quoted accordingly.

**all pricing and fees are subject to change. Customers will be notified of any change prior to it taking effect.*

Your Bidding Process:

We strive to ensure the accuracy and reliability of our estimates but in some cases, this is not always possible. The following situations may result in fees which are above or below our estimate:

1. All first time jobs are billed on an hourly basis, in some cases on a flat rate and it is DB Cleaning Services discretion to decide if your project either falls in that category or not. All jobs within the first month of service *may be subject to additional fees. We will discuss this with you, if necessary, at the time of your estimate.

2. Changes to your cleaning plan, such as adding a room, requesting additional services or an abnormal degree of messiness, may result in increased service time which will be billed at a rate of \$35 per man-hour.

3. If your cleaning appointment varies from our original plan, your fees will be adjusted. For instance, if you are originally scheduled for a biweekly service and needs to cancel, charges will be according to the frequency, if we come back 4 weeks after, you will be charged on a monthly rate. That works the same if you would like to exchange your service frequency. For instance, if you are originally scheduled for a monthly service and now wants to convert to biweekly, your fees will be decreased. If you are a biweekly client and convert to monthly, your fees will increase.

Communication:

Great relationships require great communication. We ask all of our clients to please:

1. Reply to phone calls and/or electronic messages at your earliest possible convenience. The best way to do so is to call (215) 253 6112. If we are not available, just leave a message and someone will get back to you shortly.

2. If you have a last minute cancellation or change, please call the office or email if after hours.

3. If the needs of your cleaning change (tasks, arrival times, product usage, etc) notify the office prior to the staff's arrival so that your detailed instructions may be updated.

4. We generally respond within 1 day to voice messages, SMS messages and emails immediately. If you have not heard from us within 30 minutes, please assume that we have not received your message and try again.

5. Notify us as early as possible with regards to changes or cancellations. Extraordinary requests, such as baseboards or refrigerator detailing, require additional time and will only be accommodated if we have sufficient notice to adjust the schedule for that day. Smaller changes may be requested in writing and left in an obvious location of your home. We will do our best to accommodate your request, schedule permitting. Your note is permission to charge you for the extra time. Those charges will be on your next invoice.

6. Email us within 24 hours at info@mydbcleaning.com in the unlikely event that you are unsatisfied with our work. We document all your comments in our software as well as on your personal checklist to ensure that a mistake will not happen again. If you are unsatisfied, we will make it right, our 24-hour guarantee is to come back and re-clean it at no extra charge.

7. SMS text messaging and emails are our preferred methods of contact, however if you would like to call, please do so only during the following hours:

Monday – Friday: 8am to 4pm

Our Code of Ethics:

We will always be respectful in your home/office. There is no smoking, eating or drinking (other than water) in your home/office, nor do they watch TV or play the radio. They do not answer the phone (unless our office team is communicating with them) or door. Our only purpose while in your home/office is to clean.

Your Cleaning Team:

We send the same Cleaning Technician each visit, however in some situations it may not be the same, in this case we make every effort to offer as much consistency as possible. We maintain detailed cleaning notes on each of our clients, so you will likely not notice a difference; we will do our best to attend to your particulars.

Supplies:

We provide our own cleaning products including cleaning agents and microfiber towels. Some of our clients requests green practices to not use papers or certain types of cleaning products, we are happy to provide either way, we have available the best eco-friendly cleaning products. All tools and supplies are disinfected after each home/ office is cleaned, to provide an additional layer of preventing cross-contamination. We use our Vacuum, which is the best, but we can always use yours if you deem necessary. We ask you that you only provide a roll of paper towels, any other supplies is not necessary unless requested by you to use yours.

Arrival Time:

Please allow us the flexibility of scheduling the start time of our cleaning between 8:00 a.m. and 4:00 p.m. We try to schedule our cleanings in an order that requires the least amount of travel time in an effort to maintain our prices and avoid trip fees. If you require an AM or PM clean time we will make every effort to accommodate your request however no specific times are guaranteed.

Scheduling Times:

Generally, cleaning schedules start at 8:00am and end by 5:00pm. We try to schedule enough people to complete your house in two hours or less. If a particular arrival time is important to you, please request a "first" or "second" time slot as these tend to be the most predictable. Subject to availability, we can also offer you a before or after lunchtime arrival slot.

Schedule Exceptions:

We do our best to stay on schedule and happy to set up regular service, however, if a change is necessary, we will let you know as soon as possible and would ask that you do the same. Please contact our office at (215) 253 6112 - not your cleaner - for scheduling changes.

We also reserve the right to suspend or reschedule a service appointment, in the following events:

1. Holidays: If your cleaning lands on the following holidays, such as New Year's Day, July 4th, Thanksgiving Thursday, and Christmas Day we will reschedule for another day during that same week or the following. The following days we have a lot of requests and limited shifts available: Thanksgiving Friday, Christmas Eve, December 26 and New Year's Eve.

2. Weather Condition: In the event of snow and ice. We will still come and clean unless the road conditions aren't safe enough for driving. We strongly suggest to watch the Local News and check with the office starting at 7am to find out if your service is affected. If possible and subject to availability, we try to anticipate closures and reschedule for an earlier day. In the event of snow or ice which does not lead to a closure, we always appreciate a shoveled and salted path to your door.

Schedule Changes / Cancellations:

1. Travel: Our fees are based on regular service schedules. If your travel plans are going to interrupt your service schedule, please let us know in advance so that we can compensate you by providing extra service prior to your trip or after you get home. In case it is not possible to reschedule and a cancelling needs to occur, please be advised of your cleaning fee increase. Keep in mind, that by helping some of our customers in the past, we have discovered a flooded basement, a broken patio door, and a broken sink while cleaning for clients that are on vacation.

2. Sick: In the event that a member of your household is sick, please inform us as soon as possible and allow us to reschedule your service. We prefer that you wait 24 hours after the disappearance of symptoms before asking us to return. If you would like, let us know and we will disinfect, strip beds and, weather permitting, open windows in addition to our regular service (only upon request).

3. Change of Schedule: If for any reason you may need to change your cleaning day, allow us at least a 48 hours notice so we are able to confirm availability for the requested day, and so we can fill in the schedule with another customer.

4. Spontaneous / Late Cancellations: All cancellations require at least 24 hour notice, but we strongly reinforce a notice of 48 hours. If you fail to provide at least 24 hour notice giving us a late notice you will be billed for 50% of the cost of the cancelled service. This fee may be waived if you cancel before 1 prior day to the day of scheduled service and:

a) If you reschedule the cancelled service to a day that is within two business days of the scheduled date; or

b) If we determine, in our sole discretion, that the circumstances of the cancellation made it impossible for you to give us the required 24 hour notice, such as illness or any other emergency.

If you fail to cancel service prior to our arrival for your scheduled service, you will be billed for the entire cost of the cancelled service, regardless of the reason for cancellation.

5. Unintentional / Lock Out / Turn Away Cancellations: If we arrive to clean your home on your scheduled day and we are unable to clean your house due to a situation such as a locked door or a hostile pet, you will be billed 50% of that service price. Prior to leaving, we will attempt to contact you twice over a period of fifteen minutes using the phone number you provide. If we are unable to reach you, we will leave and you will be charged. In the event of no notice given and we are turned away at the door, you will be charged the full price of the scheduled cleaning. We are bonded and insured and the best way to ensure this does not happen is to help us to help you, we are willing to hold your house key(s) and/or alarm codes, or simply just use “the secret key system” keep your key somewhere hidden near your home/office to prevent accidental lockouts. Your time slot is yours; it is reserved for just you. If you cancel last minute it cannot be filled.

6. Large Job Cancellations: Cancellations for jobs which have been quoted at least \$200.00 or more require at least 3 days notice. If you fail to provide at least 3 days notice, you will be billed for 25% of the quoted cost of the job. This fee may be waived if you:

a) If you reschedule the cancelled service to a day that is within two business days of the scheduled date; or

b) If we determine, in our sole discretion, that the circumstances of the cancellation made it impossible for you to give us the required 3 day notice.

7. Unexpected irregularities: Credits will not be issued for regularly scheduled tasks which we are unable to perform due to abnormal conditions, such as a clogged drain or a

blown fuse, without prior approval. Please notify us in advance if you are planning on repairs or renovations so that we can adjust your service accordingly.

Security Alarms: If your home/office is equipped with a security system, please ensure that it is in the "off" position, or call our office with the code and proper directions for use. If the code should change, please let us know so you do not incur a lock out charge.

Pets: We love pets! However due to potential health risks, we do not clean litter boxes, urine or feces. If you have a pet that is the least bit aggressive, it will need to be absent from the areas we are cleaning. It is also appreciated if you could make sure your pet is safe and secure before our cleaning associates come to clean.

Tidying Up / Picking Up: It can help our team members if you pick up or put away any clothes, children's toys or other items before we arrive. You do not need to clean for the cleaner! However, the better your space is picked up, the better job we can do for you. If you just can't get things organized before we come, no problem, just know we will clean what we can get to.

Closed Doors: Please close the door(s) to any room(s) you do not wish to have cleaned and we will focus our energies elsewhere. Our Cleaning Technicians are trained not to clean any room with the door closed; so conversely, please make sure all rooms you want cleaned have doors opened.

Rare / Collections / Sentimental Items: If you have an item that is rare, extremely expensive, or has sentimental value, we request that you store this item away on your cleaning day or bring it to our attention so that the cleaner will know to not touch the item. We will not be responsible for damage to items such as this that you do not make us aware of. Items which are irreplaceable, hard to find, etc., are not covered by our breakage policy. Please remove these items the day of your cleaning.

Accidents: If you have something that is priceless and/or irreplaceable please put it away. We are as careful as possible while we are cleaning you home, but occasionally something gets broken. Your Cleaning Technician will let our office know right away, it is our policy to leave a note letting you know if anything has been broken or damaged. Contact our

office if you would like the item replaced or repaired, we will do our best to replace or reimburse you per your request. Please be aware that notification must be made within 24 hours of breakage/loss of any personal items of your service date. Please inform us at your initial cleaning of items in your home/office that we should avoid and/or are in ill repair, i.e. a picture not professionally hung, loose knobs/handles, etc. We are not responsible for damage incurred by the improper installation of any object.

Extra Services:

We are happy to help you with any special request you may have, e-mail or call the office with at least 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. Special requests must be approved by the office first.

Payment for Services:

Payment for cleaning services is due in full on the day of your service and should be left on the kitchen counter or front reception area (please place payment in the envelope provided by the company). DB Cleaning Services gladly accepts payment in the following forms:

a) Checks: make checks payable to: DB Cleaning Services. You can either leave at your kitchen counter or mail to: 7710 Castor Avenue, Suite 29, Philadelphia PA, 19152. If payment is not received or is not left a \$5.00 Billing Service Charge will be added unless prior arrangements have been made. You may also mail or leave a check for the entire month at the time of your first cleaning for that month. A fee of \$35.00 will be charged for each NSF check returned by the bank. Please note that any account that is 30 days (or more) past due will be assessed a \$20.00 late fee.

b) Cash: You can leave at your kitchen counter in the envelope provided by DB Cleaning Services at the day of your service.

Refunds / 24-Hour Guarantee:

Since cleaning is a very personalized and subjective service, we cannot offer monetary refunds to customers. However, we want you to be 100% satisfied; this is why we offer a 24-hour guarantee. If you are dissatisfied with your cleaning service for any reason, please contact us within 24 hours of your cleaning and we will return to re-clean the area(s) you are dissatisfied with at no additional cost to you.

100% Guarantee:

DB Cleaning Services is committed to delivering a cleaning service program of the highest quality and reliability. We offer responsive customer service and a number of additional cleaning services to be your one-stop source for home/ office cleaning services.

We bring together the best people, most effective methods, highest quality supplies and latest equipment to deliver on this commitment.

100% Satisfaction and 24-Hour Guarantee. If after we clean, you notice a mistake, or simply anything you believe does not meet the standards for exceptional quality we promised, just let us know within 24 hours and we will come back and re-clean it for FREE. Our number 1 job priority is getting and keeping you – delighted!

Tipping:

DB Cleaning Services never requires tipping, but it is a powerful way to say thank you to your service provider. Remember your appreciation need not be monetary. A personal note from you expressing your appreciation for their service can mean a great deal.

Termination of Services:

Service Agreements may be cancelled at any time and for any reason, but cancellations which occur after the 5th day of any month will not go into effect until the following month, and your amount due will not be prorated regardless of whether service is rendered during that month. If we are in possession of your key(s), it/they will be returned within seven days. If one cleaning notice has not been given, you will be charged \$15.00 processing fee to return key, (does not apply to garage code clients). Our preference is to leave it inside your home. We have to take several extra precautions to ensure guaranteed delivery if we return via USPS. Any records containing your alarm codes and credit card numbers will be destroyed within 24 hours.

Management & Ownership

A) Head of the Company

Owners & Directors:

- Douglas Dutra
- Brunna Dutra

B) Managers

DB Cleaning is in the process of training new personnel for the manager position. As of now, the owners are still managing the business.

- Douglas Dutra
- Brunna Dutra

C) Offices & Administrative Personnel

DB Cleaning's Office is located in Philadelphia.

Administrative and Operational staff:

- Patricia Zemek
- Cleaning Teams.

All of us here at DB Team appreciate your business. If you have any questions about our policies & procedures, or any other general questions related to cleaning services, please, do not hesitate to call or e-mail our office. We look forward to servicing and giving you more time to spend with your hobbies and loved ones!