



## Company Terms of Service

### A) Company Policy Statement & Procedures

We reserve the right to amend our Terms of Service at anytime; a current TOS automatically replaces a previous one.

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. It is expected that you will be following these guidelines for both the protection of our clients and our company please read the following Policies and Procedures:

#### 1. General Information

##### **Illegal Business/Employment:**

This is extremely important for your own security. Exchanging contact info, hiring OUR current, Ex-worker(s) and/or accepting side propositions makes you liable for an employment referral fee of \$2,500.00 if you directly employ (legally or cash basis) anyone currently or formerly employed by us within the 2 year period prior to such employment.

Personnel supplied by DB Cleaning Services are deemed employees of DB Cleaning Services and will not, for any purpose, be considered employees or agents of the customer.

By using our service, you agree to notify us of any attempts to solicit or accept illegal business. Attorney, Legal and miscellaneous expenses incurred to investigate and/or collect this fee will be added if this employment is discovered. Unless complying with all laws; direct, unreported or inappropriate employment practices are illegal.

You acknowledge being informed that DB Cleanings Services is obligated to report illegal hiring activities to Government authorities including the IRS. If needed, you agree to cooperate with formal investigation. DB Cleaning Services is affiliated with a private investigations firm. Implication, complicity or withholding knowledge of illegal activity is

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not only prosecutable by DB cleaning Services (when applicable), but also by State, Federal and Local Laws.

**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. Besides we are licensed, bonded and insured.

**Prices and Fees:**

The rates provided by DB Cleaning Services are based on the information provided by the owner and condition of the house at the moment of estimate and time we start the services. The rates will go up when added, pets, roommates, area rugs, change of floors from carpet to hardwood, tile or any bare floors as it will make the cleaning process difficult. 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, Initial Cleanings, and other services. 2 man-hours minimum. Please note: Price will vary from \$35 to \$45 hourly depending on complexity of the project, emergency, weekends. For more detailed information you may call our office at 215 253 6112.

**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. Change of Frequency:** 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 convert to monthly, your fees will be increased. If you are a monthly client and convert to biweekly, your fees will decrease.

**Office and Contact Information:**

Our normal office working hours are Monday to Friday from 8 am to 4:30 pm. Saturday from 8 am to 12 pm.

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Our regular cleaning service hours are Monday to Friday 8 am to 5 pm. Special projects available during the weekend, for more information regarding to available time and schedule please contact the office.

Our business mailing address is: 7710 Castor Avenue, Suite 29, Philadelphia, PA 19152.

Main Phone #: (215) 253 6112

Fax #: (215) 240 7920

Main E-mail: [info@mydbcleaning.com](mailto:info@mydbcleaning.com)

### **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](mailto: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. Saturday: 8 am to 12 pm.

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### **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 Crew 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 paper towels 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 own professional vacuum, but we can always use yours if you deem necessary. We ask you that you only provide a roll of paper towels and trash bags, 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 5:00 p.m. We try to schedule our cleanings in an order that requires the least amount of travel time in between locations, 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 for homes in average size of 2,000 Sqft more or less. Please note: Bigger homes may only take two hours if under a custom plan,

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unless depending on all areas to be cleaned it will take more than two hours. Please, also keep in mind, these are only guidelines we follow, and we will take enough time and effort to make sure your home is spotless clean. 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. Please note that we can not guarantee a specific time.

### **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 4<sup>th</sup>, 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 7 am 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.

In the event of rain, the same guideline will be practiced. Please note that roads get slower and your schedule may be affected.

**3. Heavy Traffic:** Our cleaners do every effort to get to your place at the scheduled time frame, however, if traffic is too heavy due to rush hours, school season, road work, accidents, or any other event that may affect their arrival time, keep in mind that your scheduled time frame will be affected.

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## **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. 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 for a fee of \$40.00. 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

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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.

**Door/Garage codes:**

Please advise the office when codes have been changed.

**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.

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**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.

**Your Home:**

Please ensure that your home is in full working condition. Water and electricity must be available and turned on at the time of the cleaning if no one is living there. Please ensure accommodating temperature for our cleaning technicians during winter and summer time.

**Insurance:**

DB Cleaning Services is a professional house cleaning service that is fully bonded and insured with \$2,000,000 in general liability insurance for your protection. You may request our certificate of insurance, please contact our office at 215 253 6112.

**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/Damage:**

If you have something that is priceless and/or irreplaceable please put it away. We are as careful as possible while we are cleaning your home, but occasionally something gets broken. Your Cleaning Technician will let our office know right away, it is our policy to leave

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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. All items are assumed to be hung properly and all surfaces are assumed to be sealed unless we are notified otherwise. We do not accept liability for items damaged prior to our cleaning. ***Special note:*** Please note that plastic/vinyl type of material blinds are subject to break easily while dusting due to exposition to sun. DB Cleaning will not be hold liable for breakage of these type of shades.

Our guarantee covers a 24 hour notice. If a Professional needs to be hired to fix something, the Professional must be ordered by DB Cleaning Services to ensure legitimacy or otherwise specified by DBC. Independent action to correct the damage or re-clean missed areas by the Customer or a third party will automatically render the claim invalid unless DB Cleaning Services issues prior written consent.

Any false and/or exaggerated information used in a claim(s), breach of these terms or refusal or impediment to allow DB Cleaning Services to make corrections renders the corresponding Customer's claim invalid and voids our guarantee.

DB Cleaning Services is not responsible for indirect inconvenience in connection with our services, or for damage resulting from the servicing of an already damaged or neglected item. A Rep may call you to give you the opportunity to make corrections prior to the cleaners/workers leaving to ensure quality and completion. If you are at the service location when it is being finished and you claim that you are satisfied with the work and agree that the work is done, there will be no further claim once the cleaners are gone.

#### **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.

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### **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.

**c) Credit Card:** just contact our office to provide with your credit/debit card information.

Please note: If we arrive to clean and there is no payment, we will contact you immediately for a credit card. If you are not available or do not wish to use a credit card, we will have to reschedule your cleaning.

### **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.

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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 5<sup>th</sup> 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.

Please confirm that you understand and agree to our terms and conditions. If you agree that the foregoing fairly sets out your understanding of our agreement, please sign below:

I \_\_\_\_\_ refuse to accept these terms and decline service.

Client signature

I \_\_\_\_\_ have read and agree to the terms listed above.

[Print Name]

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date