



McCarthy's Home Services, LLC
513.528.0814
mccarthycleaning@aol.com

Customer Service Agreement

- There is no term to this agreement between the client and McCarthy's Home Services. You may cancel your cleaning service at any time. McCarthy's Home Services reserves the right to cancel the service we provide at any time.
- We strive to provide the most professional cleaning service. We are bonded and insured, and all of our employees have been criminally background checked. They all have been thoroughly trained in the proper use of the products and equipment. We will bring all supplies unless you request a special cleaner to be used.
- Most of our customers do entrust us with a key to their home, a responsibility we take very seriously. Security is a very important issue for McCarthy's Home Services. Our policy is to lock the door while we are there cleaning, and to not let allow access to unknown people. For safety reasons, please do not rely on our cleaning staff to let in workmen during the time we are in your home.
- Should any member of your household require the use of syringes, please insure that they are disposed of safely. Any secure container like a coffee can - can be used to store used syringes and/or needles prior to final disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our staff.
- Please be sure that any confidential or potentially illegal documents or substances are put away before the cleaning team arrives.
- Our company does offer a 100% guarantee on all of our cleaning services. Any necessary adjustments must be reported to our office within 24 hours of the cleaning date for resolution by one of our cleaning staff members.

Lockout/Skipping Policy

Service reliability is extremely important. We will often turn down business rather than disrupt a regularly scheduled customer. In exchange we must request that you give us minimum of 24 hours advance notice (Monday clients must call before noon on the previous Friday), IF YOU NEED TO CANCEL OR RESCHEDULE YOUR APPOINTMENT FOR ANY REASON. Our business number, 513-528-0814, is available to you at all times. Failure to provide adequate notice will result in a \$30 late cancellation fee. If the team arrives at your home and you forgot to leave the door open, leave a key or the team needs to leave without cleaning for any reason, you will be charged 50% of your regular cleaning cost, plus taxes.

I, _____, have read and agree to the terms stated above.
(print name)

_____ Signature Line _____ Date



COLLECTIONS AND DELINQUENT PAYMENTS

We do not bill our clients, so we appreciate full payment on the day of service. Any returned check will result in a \$50 service charge, in addition to any other fees charged by the banks. Accounts 90 days past due will be sent to our attorney's office and you agree to pay all subsequent fees charged by the attorney.

I understand that by accepting the discount on a first time cleaning (for signing up for regular service), constitutes an agreement for weekly or biweekly service for at least 6 cleanings, followed the discounted cleaning. Failing to follow through with the cleanings will result in the initial cleaning discount being revoked, and that discount amount will be due in full immediately.

EXTRA REQUESTS

Please call in advance for special requests (i.e. after construction, refrigerator cleaning, and extra rooms) so we can schedule the time needed to complete these tasks. We will provide a phone quote; however, we reserve the right to adjust the quote after the job is completed.

HOUSE PREP

We would appreciate if items were picked up off the floor, dressers, and counters before we arrive. This allows the cleaning staff to clean more thoroughly. In the summer months we ask if you could set your air conditioner at an appropriate temperature. In the winter months we would appreciate if sidewalks/driveways are cleared so that our cleaning professionals are able to gain access to your home safely.

ITEMS THAT WE WILL NOT CLEAN/CANNOT DO

We have instructed our staff to leave certain items untouched, such as items or areas containing any body fluids or excretions and litter boxes. If you pet has an accident or vomits, it will be your responsibility to clean it up. Our staff is advised to clean around these areas. We do not clean inside of curio cabinets. Our staff cannot ~~climb higher than a step stool,~~ work outside of your home, move furniture, lift any objects over 20 pounds, or empty diaper pails.

CLEANING FEE INCREASES

McCarthy's Home Services reserves the right to reevaluate rates at any time based upon the time required to perform our service to meet the clients' standards. We will monitor the actual cleaning time for the first few months and occasionally thereafter. We will contact you to discuss possible price or service revisions if the cleaning time differs drastically from the original bid. We reserve the right to adjust the estimate after the job is completed.

I, _____, have read and agree to the terms stated above.
(print name)

Signature Line _____ Date



ACCIDENTS/DAMAGE

Because of the nature of our business our staff is required to touch virtually everything in your home. We are as careful as possible; however if something does get damaged while cleaning your home, our staff are instructed to call our office at once, and to leave a note advising you of the incident. The office will also follow-up with a phone call to determine the best course of action. In the event an item is damaged or broken we reserve the option of repair or replacement. A dollar value of "one of a kind" items destroyed must be demonstrated in order that a settlement may be determined. McCarthy's Home Services is not responsible for damage due to faulty or improper installation of items. Please inform us if any items in your home require this type of attention - i.e. loose blinds, loose tiles, curtain rods, etc. All surfaces are assumed to be sealed and ready to clean.

HIRING OF STAFF

All of our staff at McCarthy's Home Services have signed a Non-Compete Agreement with us. They are prohibited from soliciting business from any client in his/her own behalf or on behalf on any third party during their contract with McCarthy's Home Services. You agree not to hire a past or present employee of McCarthy's Home Services. A great deal of time and resources are put into hiring/training staff. In the event you feel you must hire a staff member of McCarthy's Home Services, in spite of this agreement, the \$2,500.00 placement fee is due immediately upon employment of this staff member.

WEATHER

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home therefore your cleaning service for that day will be cancelled. When this occurs, we will try to reschedule your cleaning.

HOLIDAYS

McCarthy's Home Services is dedicated to the health, welfare, and integrity of ALL employees as well as the integrity of the company's reputation for consistent routine service. We schedule employees to work except for Christmas Day, Thanksgiving, and New Years Day. We will contact you approximately one month ahead of time to arrange an alternate day of the week for your cleaning. Those weeks do fill up fast, you may wish to contact us sooner if you know you will need to reschedule.

CUSTOMER REFERRAL PROGRAM

Our way of saying thank you for referrals are by offering to you FREE cleanings for referrals. Once you have signed up for service with us all you have to do is to tell people about our service. When they call to have our company clean their home on a regular basis, they just need to mention your name and we keep track of the rest. **You can get \$100 toward your cleaning!** No it is not too good to be true and it is very easy to earn the rewards. The best part is - there is no limit to the amount of people you can refer.

I, _____, have read and agree to the terms stated above.
(print name)

Signature Line _____ Date



IMPORTANT: The signer of this agreement is the party responsible for full payment and communication, upholding this agreement and satisfaction guarantee procedures. Third party involvement is not recognized by McCarthy's Home Services, LLC.

I _____, have read and agree to the terms stated above:
(printed name)

The service we chose to use is _____, and this service will be completed
(weekly, bi-weekly, every 4 weeks)
at _____.
(address, city, state, zip)

The initial cleaning amount is \$ _____ plus sales tax \$ _____ for a total of \$ _____

Each subsequent cleaning amount is \$ _____ plus sales tax \$ _____ for a total of
\$ _____

Customer Signature

Date

Email Address

Phone Number

Additional Contact Number (s)