

Residential Cleaning Service Agreement – Terms and Conditions

Effective Date: 10/15/25

Company Name: Reset Cleaning Company LLC

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By scheduling or receiving cleaning services from Reset Cleaning Company LLC ("Company", "we", or "us"), the client ("Client", "you", or "your") agrees to the following terms and conditions:

1. Scope of Services

We will provide residential cleaning services as agreed upon at the time of booking. Specific tasks and frequency will be outlined in the service package or communicated in writing. Any changes or additional requests must be confirmed in writing prior to the appointment and may incur additional charges.

Excessive Clutter: If an area is 80% or more cluttered we will not clean the area. (Ex: sink full of dishes, personal belongings all over the floor, etc.) We do offer a **\$15/room** tidy services for areas that aren't quite 80% cluttered. If we arrive to our scheduled appointment and have to tidy a room in order to clean it we will add an additional fee to your invoice.

2. Access to Property

The Client agrees to provide safe and timely access to the property at the scheduled cleaning time. If access is not possible, the Client will still be charged 50% of the service fee to compensate for lost time and travel costs.

3. Payment Terms & Auto-Pay Policy

To secure your service with Reset Cleaning Co., a valid credit/debit card or bank account must be kept on file prior to booking.

All services are processed through our secure auto-pay system upon completion. This ensures a seamless, touch-free experience for our clients while protecting our company from nonpayment.

Think of this as a *gym membership for your home*—consistent, reliable, and designed to keep your space operating at its best without added effort on your end.

By maintaining a payment method on file, we are able to eliminate unnecessary administrative overhead. This allows our team to stay focused on delivering exceptional service rather than managing billing follow-ups—helping us keep our pricing consistent, competitive, and aligned with the level of quality we provide.

Pricing Accuracy Commitment

Our quotes are based on the information provided at the time of booking. If we find that we have underbid your service, we will contact you prior to proceeding to ensure you are comfortable with any necessary

price adjustments. If we overbid your service, you will only be charged for the actual time and work required.

By booking with Reset Cleaning Co., you agree to this payment policy.

4. Cancellations and Rescheduling

- At least **48 hours' notice** is required for cancellations or rescheduling.
 - Cancellations with less than 48 hours' notice will be charged **50% of the scheduled service fee**.
 - No-shows or denied entry at the time of cleaning will be charged the **full service fee**.
 - If a scheduled cleaning is canceled or rescheduled and results in a delay of **one week or more**, a **\$50 fee will be added to your next cleaning service**.
 - If more than **30 days** have passed since your last cleaning, the service will automatically be billed at our **Initial Clean rate** to ensure your home is restored to our standard of care.
 - If schools in your area or our Reset Specialist's area close due to weather, your service will be rescheduled within **7 business days** at no cost to you.
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5. Photos and Marketing

We may take **before-and-after photos** of cleaning areas for internal documentation, training, and marketing purposes.

Photos used for marketing will **never include personal or identifying information**.

By agreeing to service, the Client **grants permission** for the Company to use non-identifiable images of cleaned areas for promotional materials unless the Client **notifies us in writing** before service begins.

6. Breakage and Damage Policy

We will treat your home and belongings with the utmost care. In the rare event of accidental damage:

- We will notify the Client immediately.
- Claims must be reported within 24 hours of service.
- Our liability is limited to the repair or replacement cost (whichever is less), up to a maximum of \$250 per incident.

We are not responsible for:

- Pre-existing damage
- Unstable fixtures or decor

- Items not securely affixed or clearly marked as fragile
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7. Satisfaction Guarantee

If you are not satisfied with any area cleaned, please contact us within 24 hours. We will return and re-clean the area at no additional cost. Requests made after 24 hours may be treated as a new service request. Payment is always due, regardless of customer expectations. No refunds will be issued and no payment is not an option.

8. Health and Safety

For the safety of our team:

- Homes must be free of hazards (e.g., biohazards, pests, excessive clutter).
 - If a home is deemed unsafe or unsanitary, we reserve the right to cancel or reschedule the service at our discretion.
 - We do not clean biohazards (blood, vomit, feces, etc.).
 - We will not move any items weighing more than 50 lbs. If there is an item 50+ pounds, we will clean around it.
 - If our team feels your home's temperature is too hot or too cold, we will adjust the thermostat to 72 degrees while we are working. Once we are completed with your appointment, the thermostat will be set back to its original setting.
 - If anyone in the home is ill, please notify our office as soon as possible. For the health and safety of our team, we do not provide cleaning services in homes where someone is currently sick.
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9. Pets

We love pets and are happy to service pet-friendly homes. For the safety of your animals and our team, we kindly ask that all pets are secured during your scheduled cleaning to prevent accidents or interference.

Reset Cleaning Co. does not handle pet waste, including feces or urine.

While we take every precaution, we are not responsible for pets escaping, damages caused by pets, or incidental contact, unless due to gross negligence.

To maintain efficiency and stay on schedule, each area of the home is cleaned once per visit. If a pet soils or disrupts a cleaned space after service, we are unable to return and re-clean the area.

10. Supplies and Equipment

We provide our own cleaning supplies and equipment unless otherwise agreed upon. If the Client requests the use of their supplies, we are not responsible for outcomes related to the quality or effectiveness of those products.

11. Right to Refuse Service

We reserve the right to refuse or discontinue service to anyone at our discretion due to safety concerns, inappropriate behavior, or breach of these terms.

12. Changes to Terms

These terms may be updated at any time. Clients will be notified of changes via email or on our website. Continued use of our services implies agreement to the revised terms.

By accepting service from Reset Cleaning Company LLC, the Client acknowledges they have read, understood, and agree to these Terms and Conditions.