

Residential Cleaning Service Agreement – Terms and Conditions

Effective Date: 10/15/25

Company Name: Reset Cleaning Company LLC

Contact: 308-651-1119 | achristensen32@gmail.com | www.resetcleaningco.com

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

- **Payment is due in full by 7:00 PM on the day of service** unless otherwise agreed upon in writing.
 - Accepted forms of payment: Cash, Check, Credit/Debit Card, Venmo.
 - Late payments may incur a **\$15 per day late fee** until the balance is paid in full.
 - If payment is not received within 5 days, we reserve the right to suspend or cancel future cleanings.
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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 50lbs. 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 thermometer to 72 degrees while we are working. Once we are completed with your appointment, the thermometer will be set back to its original setting.
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9. Pets

We love pets! For the safety of your animals and our team, please secure pets during cleaning to prevent accidents or interference. Reset Cleaning Co. does not handle pet waste (including feces or urine). We are not responsible for pets escaping, damage caused by pets, or incidental contact with pets, unless gross negligence occurs.

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.