



Welcome To Klassy Touch LLC!

Whether we have been serving you and your family for some time, or we have just met, we are so glad you are here! We take pride in our professional relationships and know that working in your home is a privilege. Klassy

Touch LLC aims to be flexible, understanding, and accommodating, and we greatly appreciate the same from you. To make our relationship simpler and avoid any surprises going forward, we have created this Service Agreement and Policy Guidelines. Please know that we are just a phone call away from discussing any concerns or changes that we need to make to ensure your service is in line with our standards.

Policy Agreement

Our staff do not move **heavy/large furniture, appliances, or climb ladders** to reach high areas as our insurance company won't allow it and it is not covered in our policy if an accident occurs with any of our employees. If you require this, make accommodation ahead of your scheduled service if not we will not be responsible for areas that are not cleaned doing a deep clean. We do not want our employees to sustain injury or damage your flooring. If clients and guests will be home doing scheduled cleaning that's perfectly fine just be aware that we do not reclean an area that we have already cleaned if it becomes dirty again (crumbs being dropped, wet floors being tracked (please allow enough time for area to dry), pet hair being shed after vacuum of furniture and floors.

We love **pets** but we prefer that you secure them **prior** to our arrival. We cannot accept any responsibility for any incidents arising while we are in the home related to your pet. We also want to assure safety to our employees at all times while occupying and cleaning your home. Some pets can become irritated or agitated by different noises, chemical being used or movement by strangers.

Please secure or safely stow **precious items or valuables** prior to your service. This will eliminate potential accidents involving a feather duster and an heirloom teacup! We prefer not to touch or dust sentimental items to keep from damaging them.

Client referrals will earn you a \$25 credit, credited after the third completed service for your referral!

Please initial:

Initial Services Rate

One-time, occasional or first-time cleanings are charged at an hourly rate. A 4 hour minimum for deep cleaning (no exceptions) has to be booked for 2 bedrooms and up in order for us to come out. Know that kitchens or bathrooms alone can take up that 4 hours depending on the condition of those areas. If you decide to become a recurring weekly, bi-weekly or monthly client you will be charged a flat rate only after the initial service going forward.

Add-ons- Anything outside of our agreed upon scope of work including the cleaning of rooms not originally included in the estimate/bid are considered add-ons and additional fees may be applied. If you decide to have another task done that is time consuming and outside of your basic cleaning service you will be charged by the hour for that task. If it's not time consuming you will only be charged the fee for that task. If and only if it's approved beforehand 48 hours prior to your recurring scheduled service. As we do not accommodate last minute changes.

Lock Out Policy- If Client will not be home during cleaning, providing Klassy Touch LLC cleaning team with a key, leaving a concealed key, or providing us with a garage or door code to enter is the most efficient way for you to provide us with access to your home. If we arrive for a scheduled service and are unable to access your home a **\$75 lock out fee plus the amount of your service for that day will** be charged and must be paid before the next scheduled cleaning.

Appointments and scheduling- All appointment times are approximate. Please allow a 60-minute window for appointment times. Many variables can affect our arrival times, such as weather and road conditions (especially in the winter), client cancellations, lockouts, appointments taking longer than expected, etc.. Leaving a key for us is the most efficient way for you to provide us with access to your home. For hourly appointments we reserve your appointment for the time you book (ex: 9am -12pm) Your Klassy Touch LLC cleaner/s may not be able to stay beyond your service end time (ex: after 12 pm), so please ensure you reserve as much time as you would like. You will only be charged for the time your service takes so we recommend extra time if you don't have a time/price limit.

Effectiveness- Please be prepared for Klassy Touch LLC cleaners before we arrive, we can do a more thorough job if the house is prepared before we get there. Smaller items should be picked up off the floor and dressers and counters should be somewhat organized before we arrive in order to allow the cleaning staff to clean more thoroughly and stay on task without going over on the time scheduled. Have personal items cleared away and rooms ready to be cleaned. If you have children, please put away toys as well. **If we have to pick declutter before cleaning a \$30 charge will be applied to your final bill.** Note: "This applies to new and recurring clients due to the amount of time that is being added to appointments without compensation".

Recurring Appointments- While we aim to send the same team to your home each time, we may send a different team or one of the two Klassy Touch LLC cleaners may be different due to staff illness, vacations, or scheduling conflicts. At times we may also need to reschedule your appointment, though we do everything we can in the event of a staff shortage to minimize disruptions, we do ask for your patience and flexibility. If we

cannot send a different team we will notify you as soon as possible and work with you to reschedule your appointment at your earliest convenience.

Cancellations- Please provide at least **48 hours' notice when cancelling. If we receive less than 48 hours' notice, you will be charged 50% of your cleaning rate. If we receive less than 24 hours' notice you will be charged full price.** Payment is due before or on your next cleaning service plus current cost of service before any service is started. If fees are not paid upon arrival, Klassy Touch LLC has the right not to render services until your account is paid in full. Cancellations can be made either by phone 770-283-1240, email klassytouchcleaning@gmail.com, I strongly recommend calling as emails are not checked continuously everyday. If you're a weekly account and skip twice in a 1 month period we reserve the right to charge the full cost to cover additional time to clean on your next scheduled cleaning. If you are a bi-weekly account and skip twice in a 2 month period the same fee applies. Continuously last minute cancellations for recurring clients are subject to a full payment in advance before you can be placed back on the schedule. Your scheduled cleaning is totally dedicated and assigned for you so to keep your spot available you have to adhere to this policy or your spot can be given to another client that is on my waiting list for services. Appointments that are canceled at the last minute could have been assigned to someone else and now we have missed out on making money for a last minute cancellation. We understand things happen, but constant cancellations deserve no excuse or explanation. If Klassy Touch LLC cancels for any reason, this policy does not apply.

Deposits- Due to continuously last minute and day of cancellations new and recurring clients are required to pay a nonrefundable deposit before finalizing your appointment and being placed on schedule. Deep, one time, and first time cleanings are charged a non-refundable deposit of **\$75.00 and up** depending on the total amount of your service. First time, one time and deep cleaning deposits are to be paid via debit/credit, zelle, or cash app ONLY! Recurring clients deposits are based on the total amount of your flat rate service ranging from **\$25 and up** NO EXCEPTIONS!

Payment- Payment is due at the time of services being rendered. If payment is not received upon arrival, or laid out on the table or counter the appointment will be rescheduled. Klassy Touch LLC accepts cash, checks, credit cards, Zelle and CashApp. **Client is permitted to pay by check after his/her 5th cleaning appointment. Checks can be made payable to: Klassy Touch LLC.** We do not accept post-dated checks. **There is a \$35 fee for all returned checks.** If paying by check, please set on the kitchen counter before your scheduled cleaning.

Sick Policy- If anyone in the home is sick with a contagious illness (flu, covid, cold, pneumonia, chicken pox, lice etc.) please reschedule your appointment. We want to limit the possibility of transferring illnesses from one home to another. To be fair to all the customers and staff, please wait until you are well again. We will also not send a sick employee to your home for the same reasons.

Bodily Fluids- Klassy Touch LLC **DOES NOT** clean animal cages, litter boxes, animal droppings, human or pet feces, urine, blood, vomit, soiled clothing, etc. If this interferes with the process of cleaning at the appointment it will be rescheduled for another time. If repeated interference happens again, services will be terminated. If unsanitary conditions or items are encountered, we reserve the right to immediately vacate the premises and request a full fee payment because you were made aware of these things beforehand (NO EXCEPTION)!

Pet Fee- There is an additional **\$50 pet fee PER SERVICE** due to the amount of time it will take to clean your home. Reason being is that once their hair starts to shed the cleaning process takes more time, and requires more elbow grease to remove from all furniture and surfaces.

Speciality Green Cleaning Products are costly; so in order for us to provide this service and to ensure that we are taking every precaution to protect the health of you and your family an additional **\$50 fee PER SERVICE** will be added for this service to help cover the cost of cleaning products, tools, and equipment.

Access For safety, please ensure all access routes are safe and clear to pass including driveways and walkways.

Estimates are estimates only! Cleaning may take more or less time than quoted. You will be charged for the time it takes to clean at our hourly rate. If you have a maximum price, simply let us know and we will stop cleaning when the time is up. Our estimates are based off of the information submitted to us deriving from phone consultations, or in home consultations.

Please note: Phone consultations are blind estimates; we have not seen your residence and are using the information you have provided us in order to generate an estimate which may not include information about various factors that could affect your price. When we arrive for a scheduled appointment we will evaluate your home and provide you with feedback and an opportunity to voice any concerns you may have regarding the duties to be performed and their corresponding prices. Again, an estimate is simply that: an estimate. **If we require more time and your appointment will cost more than quoted, then we will contact you to get your authorization 1 hour before your 4 hours is up for deep cleaning.** If you have a limit for the amount you'd like to spend, we will NOT exceed it.

For example, if you'd only like to spend \$200 on your cleaning, we will stay for 4 hours. 4 hours x \$60=\$240. If we have quoted you 4 hours of cleaning and require 6 hours, we will ask you if that's okay, and you will pay for 6 hours, not 4. If you'd like us to stop at 4 hours, then we will; however, our guarantee will not apply to any services where our time is limited. If we need 6 hours to clean, then we must be given the full time we need. Often, clients change the scope of the work involved by adding on other tasks or rooms post-estimate, and **these changes will increase the time we need**, if you need additional work done, please ensure you increase the time of your appointment prior, as the team can't stay longer than the amount of time you have booked. After our 4 hours of deep cleaning is exhausted no matter what we are doing, we will then stop and pack up our things no matter what we are doing.

Hazardous Cleaning- Klassy Touch LLC will inspect the home thoroughly to determine if your home is considered a hazardous environment after the walk through has been completed. **If your home is considered hazardous there will be an \$85/hr hazardous fee per cleaner added to your bill .** This is a very tedious matter and Klassy Touch LLC must protect its employees as well as fairly compensate them for their hard work, and dedication of time for this type of cleaning.

Rate Changes- Klassy Touch LLC reserves the right to re-evaluate and change rates at any time based on the amount of time it takes to perform basic recurring services to meet the client's standards. Klassy Touch LLC monitors the amount of time it takes to clean your home for the first two months of service, and occasionally thereafter. Klassy Touch LLC will contact the client to discuss possible price or service revisions if the cleaning time differs from the given estimate/bid or at any time Klassy Touch LLC.

Supplies- Klassy Touch LLC will provide all equipment and supplies unless the client prefers to provide their own equipment or special products that are preferred. As we will not purchase clients preferred items to have on hand that is the responsibility of the client

24 Hour SATISFACTION GUARANTEE- The client's satisfaction is our primary objective! If you are dissatisfied for any reason, Klassy Touch LLC cleaners will come back at no charge to you within 24 hours and make it right!

Breakage/Damage- Klassy Touch LLC cleaners take great care when cleaning your home, but occasionally accidents do happen. Our policy is to inform you immediately when an accident occurs but if you notice any breakage or damage please notify us immediately (**no later than 24 hours**) after service so that we may take appropriate action. Please point out items that are irreplaceable due to sentimental or monetary value as we would prefer to avoid touching such items.

Insurance- Klassy Touch LLC, at its own cost and expense, shall procure and maintain throughout the term of this agreement insurance through **American Family Insurance Agency**.

Governing Law- This Agreement shall be construed in accordance with the laws of the State of Georgia.

Confidentiality- Klassy Touch LLC, owner, its employees, agents, or representatives will not at any time or in any manner, either directly or indirectly, use for the personal benefit of Klassy Touch LLC, or divulge, disclose, or communicate in any manner, any information that is proprietary to the Client. Klassy Touch LLC owner, employees, agents, and representatives will protect such information and treat it as strictly confidential. This provision will continue to be effective after the termination of this Agreement.

If you are pleased with our services, feel free to like us on Facebook and/or leave a review. Reviews can also be submitted via Google or Yelp. Occasionally reviews will be requested, please support Klassy Touch LLC in giving your feedback.

By signing below the client fully understands and agrees to the contents of this agreement. By signing below the client also acknowledged that the Policy agreement was read in its entirety before endorsement.

Client Signature: _____

Date: _____

Contractor Signature: _____

Date: _____

