

Service Agreement

We do NOT have a contract that commits you to a minimum number of cleanings! You may cancel your scheduled service(s) by providing a one-week advanced notice to It's Maid Day.

If you schedule service, you will be subject to the terms, conditions, and limitations of our Service Agreement.

General Limits, Conditions, and Liability

Insurance, General Liability, Bonding & Tax Reporting: We carry a \$1,000,000 liability insurance policy and a \$50,000 Crime Bond against theft. In addition, we hereby attest to our customers that It's Maid Day collects and reports all employer-required taxes for the maid's services to local, state, and federal agencies...protecting you from IRS tax-liability with respect to income the maids receive. All maids are covered by State worker's compensation insurance for any injuries occurring inside or outside of your home.

Jewelry, valuables, money & firearms. Take precautions when you have any service workers in your home. **It is your responsibility to keep jewelry, valuables & money locked up and secure.** We hire honest people and conduct background searches on everyone. However, the only way to guarantee jewelry, valuables, and money isn't stolen is to make sure it is locked up and secure. Also, if there are guns in the house, please have them locked away.

Security Alarms. It's Maid Day is not responsible for any charges from a local police department that is called out due to an activated alarm that we are not able to turn off based on the instructions provided or omitted during your set up process.

Pets "escaping" from the home: Our maids are trained to close doors as soon as they enter and exit your home and to not leave doors open for long periods. Even though we are careful, we cannot be responsible for pets that "escape" when our maids are entering/exiting your home.

Pet feces and urine: Our maids do not pick up pet feces, including emptying litter boxes. Urine stains on hardwood floors will be mopped by our maids, but please understand that if urine has soaked into the wood, the discoloration (stain) may not come out... a flooring specialist should be contacted.

Cleaning-Day Home Preparation. We ask that you take a few minutes the night before a scheduled service to "tidy up" to allow the maids easy access to the areas/surfaces to be cleaned including floors, countertops, table tops, etc., and remove dirty dishes from the kitchen sink. If we run into a few clothes, toys, or general clutter in a room, we will gladly pick them up and place them in some order. The same goes for a few dishes left out in the kitchen. The problem comes when the entire table, dresser, or counter is completely covered. Or, if we run into large piles of clothes on the floor. Our policy is "Any area completely covered with clutter, will not be cleaned."

Use of Homeowner's vacuum, cleaning equipment, cleaning supplies, chemicals, or solvents. If the homeowner requires or requests us to use their vacuum(s), cleaning equipment, supplies, chemicals, solvents, or anything then we are not liable for damage caused to your home or to the items you supply the maids. It's Maid Day is not liable for any damage caused by your vacuum including equipment hitting furniture, cabinets, or anything. It's Maid Day uses commercial vacuum cleaners with safety bumpers so in the off chance that we bump furniture it will not damage or leave marks. Most residential vacuums do not have adequate safety bumpers. In addition, our employees are not always familiar with or trained on the equipment, vacuums,

cleaning supplies, chemicals, or solvents unless they are provided by It's Maid Day. Homeowner understands and assumes all risk or problems including damage directly and indirectly caused by using anything including but not limited to equipment, cleaning supplies, vacuums, solvents, solutions, chemicals, or anything provided by the customer.

Dusting. Our maids do a great job dusting. Our microfiber rags, dusting spray, and techniques capture and remove dust from surfaces. If your home has not been professionally dusted recently, you may encounter dust settling back onto surfaces even within a few hours. This is more common in first-time cleanings, and it may take several visits before settling dust becomes minimized.

- Dusting height limits. We are not able to dust items on shelves or hung on a wall that is higher than a maid can reach standing on a 2-step stepladder. We do use extension poles to high dust rooms but we will not high dust items that may tip over or hung on the wall because we are not able to hold it with one hand to secure it while we dust.

Showers and Tubs. Showers and Tubs can accumulate lime, calcium, and soap scum. Our cleaning solutions work very well on cutting through these deposits, however, sometimes it may take two to three visits before showers and tubs become free of these deposits. Mold and mildew are organic and will grow deep into and behind grout or caulk. Surface stains may be removed by our cleaning products, but eliminating them completely may require the homeowner to have their shower re-grouted or re-caulked.

Repairs and Replacement of damaged items. Accidents are rare but if they happen we take care of the problem right away. Our primary remedy for a damage claim is to repair it. All repairs are completed to industry standards. If items cannot be repaired, the office will coordinate replacing the item.

Damage or Breakage disclaimer. Our maids exercise reasonable care when cleaning your home. We do carry insurance for damage or breakage caused by our maids for negligence. We are not liable for damage that is caused by “normal wear and tear” or improper installation of an item. These items include but are not limited to the following examples:

- Carpet & Rug Snags. Carpet snags are the result of “exposed loops” caused by normal wear and tear, moving furniture, etc. which are snagged by a vacuum’s roller brush.
- Broken Blinds. Customers should be aware that there are some inherent risks each time your blinds are cleaned. Blinds will become brittle from daily exposure to the sun, and strings/chords will weaken over time resulting in breaks.
- Improperly hung pictures/decorations/mirrors/anything. If items are securely/properly attached to the wall, they should not fall when the item is dusted/wiped.
- Artwork, Collectibles, Family Heirlooms, and valuables over \$500. These items are expensive or impossible to replace and so we will not take the risk of cleaning such items. During our new client set up, we ask customers if any items in the home that we should not clean or touch. It is the customer’s responsibility to inform It’s Maid Day of any new items brought into the home, after our initial setup, that falls into this category. This notification must be sent in writing. You can send via email to notifications@itsmaidday.com or in writing to: It's Maid Day, 2971 Cherokee Street NW, Kennesaw GA, 30144
- Floors and Cabinets. Our floor cleaner is safe and effective on sealed floors including marble and hardwood floors. We use Dawn & Water solution on cabinets. If floors or cabinets are not fully sealed, they are subject to water damage. According to the National Wood Flooring Association, hardwood floors need a maintenance coat every 3-5 years. It’s Maid Day is not responsible for any hardwood floor damage on floors that have not had a maintenance coat outside of the recommended time frames. We are not responsible for any damage to cabinets.
- Scratches on floors from chairs or furniture without functioning glides, pads or protectors.

Payment for Services. Payment is due at the time our services are delivered. You may pay by check or with credit card.

- Credit Cards. If you choose to pay by credit card, a 3% charge will be added to your cleaning fee and 6% for American Express.
- Refunds. Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. If you are not happy, we will come back and re-clean any areas free of charge according to our 100% Satisfaction Guarantee.
- Service fee for returned checks. Checks returned for non-payment, (insufficient funds, closed account, etc) will be charged a \$25 returned check fee in addition to making good on the payment for services.
- Late payments are subject to a \$25 late fee. Payment is due at the time of service.

Scheduled “Arrival Time” for cleanings. When booking your service, we provide an estimated arrival time when the maids will arrive at your home. The actual arrival time may vary due to unforeseen circumstances (traffic jams, weather, the maids needing extra time to finish cleaning a previous home, etc.) If maids are expected to be late by 30 minutes or more, we will call and/or text you.

Cleaning appointments may need to be rescheduled. We understand the importance of cleaning a home on the day it is scheduled, however, there are events that can result in your appointment being moved to a different day and time. Bad weather, traffic problems, and excessive employee absences can result in your cleaning appointment being moved to a different day and time.

Fee for Customer Rescheduled, Cancelled, or Lock-Out with less than a one-week notice to It’s Maid Day. We are happy to work with customers to reschedule and cancel services throughout the year to work around your schedule. This policy has to do with rescheduling service or canceling an appointment with less than one-week notice.

Like all maid companies, we have a late cancellation policy, which includes Lock-Outs. Any cancellation or rescheduling of service with less than one week notice may result in a fee equal to 50% of the service.

It's nearly impossible to replace a job in less than a week, which results in your cleaners earning less, which leads to higher turnover. And we all know how hard it is to find and keep good employees.

For Recurring Customers, we also know emergencies can arise, so recurring customers get 2 late cancellations a year without penalty. If it happens a 3rd time, the penalty is 50% of the service price but all of it goes to the cleaners. (Most maid companies charge the full amount)

Most cancellations can be avoided by giving us access to the home. We are bonded, insured, and background checked. Cancellations can be prevented if a customer provides us with access to their home using a garage door code, hidden key at home, lockbox, or other methods. It's Maid Day is insured and bonded.

Rescheduling your cleaning. We are happy to work with customers on rescheduling. Please note that re-scheduling your cleaning can result in the following:

- PRICE CHANGES – The price and time for recurring service is based on Time Between Cleanings.
 - Example 1: Bi-Weekly customer “skips” a cleaning, creates a four-week interval between visits and the applicable (higher) Monthly rate will apply to the next cleaning.
 - Example 2: Monthly customer who requests an additional cleaning in-between scheduled visits would be charged the applicable (lower) “Bi-Weekly” rate for the next 2 cleanings
- DIFFERENT MAID TEAM – We may need to send a different team to clean your home for this off-schedule visit, as your “regular” cleaning team typically has a full schedule.

- **NO AVAILABILITY** – It is our goal to meet every cleaning request, however, cleaning dates do sell out. The best way to reserve an alternative date is to call It's Maid Day as soon as possible.

Additional Fee (for additional time needed to clean your home). When purchasing maid service, you are purchasing time. There may be an occasion when our maids need more time to complete the specific cleaning program you purchased. A few examples include:

- The condition of your home is different than what you represented when we priced your service.
- Excessive dirt/dust/stains resulting from remodeling/construction, post-party cleanup, etc.
- Requiring us to use your equipment or supplies.

If a particular cleaning requires more time than the allotted time to finish due to the situations above, we will attempt to contact the customer by phone before we start the job. If we are unable to reach the customer by phone, we will either work up to the allocation of time purchased or not clean the home. We will never charge you more for your cleaning without your permission. If additional time is repeatedly needed, we would need to discuss a change in your regular fee.

Removing Rooms or Cleaning Tasks. We are happy to modify your cleaning with advance notice prior to the cleaner(s) arriving at your home. Once a team arrives at your home, the price of your cleaning may not be reduced. Any reduction in cleaning tasks or rooms is subject to our minimum charge of \$130.

Quality Control and Inspections

Audits and Inspections: It's Maid Day randomly inspects and audits maid teams. The company inspector may inspect your home after a cleaning is completed and when the maids have left, during the final phase of the cleaning, or during the entire cleaning.

We need your feedback: Getting customer feedback is an important ingredient to a successful maid service relationship. Please use the online Quality Scorecard to provide feedback on your cleaning experience. The scorecard is fast and simple, and we would like your feedback after every cleaning. This feedback helps us monitor the performance of your maids and deliver the highest quality cleaning experience in the industry.

Pictures of before and after work: From time to time our Quality Inspection will include taking before and after photos of our maid's work. These pictures are used for training, proof of our work performance, and promotion of our high-quality standards on review sites and social media. If you do not want pictures taken of work areas in your home, please notify It's Maid Day.

Safety and Work Conditions

Temperature Settings: We ask that the temperature in your home be somewhere between 65 and 74 degrees before the maids arrive.

For safety reasons, if the home temperature is not set to a safe temperature when the cleaners arrive your cleaning will have to be rescheduled.

Dogs and other Pets: We love pets, and all our cleaners are comfortable working around dogs and cats. During the set-up process of your cleaning, we discuss and document the best way to work around your pets. Please don't let your dog jump up on the staff members or "nuzzle" them, it can be intimidating. In the event of a dog bite, it must be reported to the authorities, and it is the responsibility of the homeowner for all medical treatment. We care about your pets, and we care about our employees. We want an environment that is pleasant and safe for both.

Items or Areas we don't clean

We provide the most comprehensive list of cleaning in the industry, but we don't clean everything. It is better to review what we do clean than tell you the nearly limitless number of items we don't clean. Please review our Quality Checklist for the items we do clean and how we clean them, by visiting our website <https://www.itsmaidday.com/cleaning-services>

Here is a partial list of some of the areas or items that we do not clean: We cannot clean paint off floors, We don't clean or dust walls or remove marks or messes on drywall, We don't clean the inside of ovens except for the window, we don't clean up pet feces, We cannot clean anything that we cannot reach with two hands standing on our step-ladder, we will not use a customer's ladder, we don't pick up rodent droppings, We will not use customer's products that are not safe to use including acids or harsh chemicals, We cannot clean mold that is behind caulking, We cannot get all grout to look clean if the grout is stained, We do not guarantee that we can remove all stains as some stains are permanent or may require harsh chemicals, We don't clean soot from fireplaces, We don't remove large quantities of trash, We don't clean anything outside except the windows on certain ground floor windows on doors, We don't lift glass out of tables to clean the underside edge of glass that cannot be reached from below. We don't vacuum carpet or rugs with debris or excessive pet hair. We don't clean blood or biological contaminants, We don't clean anything we think is dangerous in any way and we don't clean in hostile work environments.

Spot Cleaning

Our quality checklist includes “spot cleaning” in several places for certain cleaning packages. Spot Cleaning is limited to small areas (spots) and not a complete wet wiping clean of the entire surface. You can purchase an upgrade or added service if you want a more extensive cleaning and not just spot cleaning.

Non-solicitation of It's Maid Day employees

When entering into an agreement for services with It's Maid Day you agree not to solicit for hire any staff member introduced to you by It's Maid Day for any cleaning services. We spend a lot of time, money, and resources finding, interviewing, checking references and backgrounds, and training our cleaners. When hired, each maid signs an agreement barring them from performing any home-related service for any of our past or present customers. However, if you do wish to employ a staff member directly please discuss this matter with the owner of It's Maid Day. If you are found to have solicited one of our staff please be advised that our referral/ training fee is \$3,500 per hired employee. Payment is due within 30 days from the date on the invoice. We consider our employees our most valuable asset and charge accordingly.

Privacy Statement

It's Maid Day is committed to protecting the privacy of customers. We will not sell, exchange, or otherwise distribute your personally identifiable information to outside parties.

This Agreement is Subject to Change

Changes may occur to this agreement from time to time, without notice. Visit our website for updates.

<https://www.itsmaidday.com/service-agreement>