

AMAZING QUALITY CONTROL

For your convenience, and quality control, we will leave you with a checklist indicating the various services we provide each time we clean your home. This form is completed by the team's lead after they have personally inspected your home. Our management also personally conducts random on site and telephone quality checks. These steps are all made to insure our quality of service remains first rate. These are just a few of the things we do to assure you of always receiving Amazing quality plus Amazing customer service.

THE AMAZING GUARANTEE

We have built our business and reputation by providing our clients with the best possible cleaning service available anywhere. Still, we realize that because our employees are human beings, they sometimes make mistakes. For this reason, we offer you *The Amazing Guarantee*, which is as simple as **1-2-3**.

If you are not 100% satisfied with our service for any reason, we will:

1. Come back to your home and re-clean to your complete satisfaction, or
2. Give you a partial credit toward your next cleaning, or
3. Refund your money in full.

(Amazing Maids must be notified with in 48 hours of service.) Amazing Maids is the only house cleaning service in America, which offers *The Amazing Guarantee* and it is yours at **no extra cost!**

REFERRAL REWARDS PROGRAM

We want to reward you for being a valued client. For each new client we receive as a referral from you, we will send you a Gift Certificate worth 10% of what that client spends with us. The referral Gift Certificate can be redeemed for any of our services or products. The choice is yours!

AGREEMENT

- There is no term to this agreement. Client may cancel at any time for any reason. We ask for a minimum of 24 hours notice. Amazing Maids may cancel at any time for any reason.
- All services performed are on a payment at time of service basis unless authorized in advance. Auto Pay with a credit or debit card is available upon request. All returned checks are subject to a \$25.00 return check fee. Unpaid balances will be billed a monthly finance charge of 2% per month (24% APR). In the event this matter is referred to an attorney or collections agent, the client will be responsible for court costs, attorney fees, and/or collection agency fees.
- Amazing Maids will monitor the actual cleaning time for the first 2 – 3 months of service and occasionally thereafter. Amazing Maids will contact the client to discuss possible price or service revisions if the cleaning time differs drastically from the original bid.
- We do our best to be as flexible as we can with the schedule. If you need to change a cleaning day or time, we will do our best to accommodate you. **A minimum of 24 hours notice is required for any changes or cancellations.** Client will be charged 50% of their cleaning fee if canceling with less than 24 hours notice. A Lock-out is viewed and treated as a cancellation.
- For the safety of our employees, Amazing Maids reserves the right to close our offices at any time, due to inclement weather.
- Although greatly appreciated, please understand that tipping is not required.
- If we are specifically requested to dust / clean inside of a hutch / china cabinet, dust any computer equipment or wash dishes, client agrees to not hold Amazing Maids or any of its employees responsible for damage to any article or component.
- While we make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, we request all irreplaceable items (whether monetary or sentimental) be stored and / or not cleaned by our staff. A damage report will be left by our staff if any damage does take place and our office will follow-up with client by phone. Amazing Maids must be notified within 48 hours of service if unreported damage is discovered.
- Amazing Maids is not responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, hardwood floors, etc.) are assumed sealed and ready to clean without causing harm.
- The safety of our employees is an important issue. Therefore, all firearms in a client's home must be stored and locked.
- Amazing Maids reserves the right to reevaluate rates and/or change the Service Agreement at any time.

Amazing Maids & Cleaning Services
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