

# SIMPLY CLEAN & TIDY LLC

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## THE OVERVIEW

AN OVERVIEW IS A 10/15 MINUTE IN-PERSON APPOINTMENT THAT GIVES US A CHANCE TO MEET, DISCUSS DETAILS & DETERMINE A FINAL PRICE. THE OVERVIEW IS COMPLIMENTARY & REQUIRED BEFORE SIMPLY CLEAN & TIDY LLC CAN ADD YOU TO THE CLEANING SCHEDULE. PLEASE KEEP IN MIND THAT SIMPLY CLEAN & TIDY LLC IS A JUDGEMENT FREE ZONE: WE ARE HERE TO HELP YOU! UPON BOOKING THE OVERVIEW, SIMPLY CLEAN & TIDY LLC REQUIRES YOUR ADDRESS & PHONE NUMBER.

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## BOOKING & DEPOSITS

UPON BOOKING YOUR INITIAL CLEANING: SIMPLY CLEAN & TIDY LLC REQUIRES A 25% NONREFUNDABLE DEPOSIT. ONCE THE DEPOSIT HAS BEEN SUBMITTED, YOU WILL RECEIVE A CONFIRMATION TEXT THAT WILL INCLUDE YOUR SCHEDULED CLEANING DATE/TIME.

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## INITIAL CLEANING

SIMPLY CLEAN & TIDY LLC WILL SEND A CONFIRMATION REMINDER THE DAY BEFORE YOUR SCHEDULED APPOINTMENT. YOU MUST CONFIRM YOUR APPOINTMENT OR WE WILL ASSUME YOUR APPOINTMENT HAS BEEN CANCELLED. DURING THE INITIAL CLEANING, YOU WILL BE PROVIDED WITH BEFORE-AND-AFTER PHOTOS SHOWCASING THE PROCESS. THE REMAINING BALANCE, MINUS THE DEPOSIT, IS DUE AT TIME OF SERVICE.

# SIMPLY CLEAN & TIDY LLC

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## RESCHEDULING/ CANCELLATIONS

TO FACILITATE PROPER SCHEDULING, SIMPLY CLEAN & TIDY LLC RESPECTIVELY ASKS FOR A MINIMUM NOTICE OF 48 HOURS FOR ANY CANCELLATIONS OR RESCHEDULING. FAILURE TO PROVIDE NOTICE WITHIN THIS 48-HOUR TIMEFRAME WILL RESULT IN A \$75 CANCELLATION FEE. EXCESSIVE CANCELLING & RESCHEDULING WITHIN 48 HOURS WILL RESULT IN DISCONTINUATION OF SERVICES. IF YOU ARE A ROUTINE CLIENT & WOULD LIKE TO CONCLUDE SERVICES: PLEASE KINDLY PROVIDE SIMPLY CLEAN & TIDY LLC A MINIMUM OF TWO WEEKS' NOTICE.

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## ADDITIONAL INFORMATION

SIMPLY CLEAN & TIDY LLC PROVIDES ALL PRODUCTS & EQUIPMENT. IF YOU WILL NOT BE HOME DURING THE TIME OF CLEANING - PLEASE PLACE A KEY UNDER THE MAT, IN A LOCKBOX, OR PROVIDE A DOOR/GARAGE CODE FOR ENTRY INTO THE HOME. WHILE SIMPLY CLEAN & TIDY LLC MAINTAINS A PET FRIENDLY APPROACH: WE GRACIOUSLY ASK THAT ALL PETS ARE CONFINED TO A DESIGNATED AREA SUCH AS A ROOM IN THE HOUSE THAT IS NOT BEING SERVICED, A KENNEL OR OUTSIDE - UNLESS DISCUSSED OTHERWISE.

# SIMPLY CLEAN & TIDY LLC

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## ADDITIONAL INFORMATION CONT.

SIMPLY CLEAN & TIDY LLC IS DEDICATED TO ACHIEVING THE HIGHEST STANDARDS. IF YOU FIND ANY ASPECT UNSATISFACTORY, PLEASE REACH OUT WITHIN 24 HOURS. SIMPLY CLEAN & TIDY LLC WILL PROMPTLY SCHEDULE A REVISIT TO ADDRESS THE MATTER & MAKE IT RIGHT. SIMPLY CLEAN & TIDY LLC DOES NOT OFFER REFUNDS.

SIMPLY CLEAN & TIDY LLC OFFERS VARIOUS PAYMENT OPTIONS TO ENHANCE YOUR CONVENIENCE: CASH, ZELLE, CASH APP, APPLE PAY & PAYPAL. IN THE EVENT OF NON-PAYMENT OR A DISPUTED CHARGE, PLEASE BE AWARE THAT SIMPLY CLEAN & TIDY LLC RESERVES THE RIGHT TO REPORT IT AS AN INSTANCE OF THEFT OF SERVICES.

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## SERVICE AGREEMENT

PLEASE THOROUGHLY READ & REVIEW THE SIMPLY CLEAN & TIDY LLC SERVICE AGREEMENT.

I ACKNOWLEDGE THAT I HAVE READ & AGREE TO ALL TERMS/CONDITIONS STATED IN THE SIMPLY CLEAN & TIDY LLC SERVICE AGREEMENT.

SIGNATURE: \_\_\_\_\_