

Inch by Inch Cleaning Services Agreement

There is no term to this agreement and the client or Housekeeping Inch by Inch Cleaning Services (IBICS). You may cancel your service at any time. IBICS also reserves the right to cancel your service at any time.

We will provide professional cleaning service where all the employees are bonded and insured and have been thoroughly trained in the proper use of all our products and equipment.

We will provide all cleaning supplies, vacuums, and equipment. Should you wish for us to use one of your products, supplies or equipment, including vacuum cleaners, you agree not to hold IBICS or any of its personnel responsible for damage to any article or component.

We will arrive on the day scheduled as requested and agreed upon; however, IBICS reserves the right to close our office at any time, due to inclement weather.

SECURITY/ ENTRY

Most customers give us a key to their home or a code to the garage, but other methods of entry can be agreed upon. All keys are marked for identification with a code # (no address or customer name is used) and locked in a safe when not issued to the cleaning supervisor for the day of your cleaning. Only our top management staff has access to the safe. Security is a major concern at IBICS. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. For safety reasons, please don't rely on our cleaning professionals to let in workmen during the time we are in your home.

PAYMENT

We normally do not bill for services provided, payment is expected at the time of cleaning. We accept cash but our preference is a check (written to Inch by Inch). Please leave the payment on your kitchen counter for the team. Receipts will be mailed to you upon request. A \$30.00 fee will be assessed for any checks returned by your bank.

JOB START/END TIMES

For hourly jobs, we charge from the time we arrive on the job, which includes unloading of our supplies and equipment from our vehicle, to the time we have finished cleaning, including the loading of supplies back into our vehicle.

LATE CANCELLATIONS/ LOCKOUT FEES

We understand schedules change. We ask that you contact us no later than noon the day before your scheduled cleaning to cancel or reschedule. Cancellations later than noon the day before

are subject to a \$30 cancellation fee. The same fee will be charged if we cannot gain access to your home if you have chosen not to leave the company your key. For Monday cleanings, please call our office by noon of the preceding Friday. Please keep in mind that each day's cleanings are scheduled the afternoon before and that if you cancel later than noon the day before a scheduled cleaning, that your cleaning team may not have a full day's work.

SICKNESS

If someone in your home is sick (contagious) please contact our office by 7:30 am if possible to let us know so that we have time to remove you from the team's schedule and waive the late cancel fee. We will be happy to reschedule your cleaning to a day when you are feeling better.

EXTRA REQUESTS

Please call us in advance for special requests (i.e. after construction, refrigerator cleaning, inside of oven, garage, extra rooms) so we can schedule the time needed to complete these items. Extra charges will apply. We will try to estimate for you on the phone but in some cases, we may have to charge by the hour depending on the task.

ACCIDENTS/DAMAGE

While we make every effort not to break or damage items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this reason we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. IBICS must be notified within 48 hours of service if damage is discovered. Our personnel are instructed to call our office once ANYTHING is damaged and to leave a note to you advising you of the incident. We reserve the option of repair or replacement before a monetary settlement. IBIC is not responsible for damage due to faulty and/or improper installation of items, or for maintenance of your home (normal wear and tear that comes with age and use). Please inform us if any items in your home are broken or improperly installed such as; blinds, tiles, curtain rods, loose carpet etc. All surfaces (marble, granite, etc.) are assumed sealed and ready to clean without causing harm. IBIC takes responsibility for breakage or damage caused by our staff, not to exceed \$500.00, or your homeowner's insurance policy deductible.

CLUTTER/ HOUSE PREP

Please secure cash, jewelry and other small valuables. We do not wash dishes; however, if the dishwasher is unloaded we would be happy to place any dirty dishes in the dishwasher. In the summer months it would be appreciated if you would set your air conditioner at an appropriate temperature. In the winter months we appreciate cleared sidewalks and driveways so the staff is able to gain access to your home. If for some reason you do not want a particular room cleaned, please just leave a note for the staff and we will honor that request.

PETS AND PLANTS

Pets are not a problem. But we do need to know if you have them and we would like to have the names for reference. Also, if any pet is aggressive we ask that you secure them while we are cleaning your home. If they are friendly we will be happy to clean around them. Our teams are instructed not to enter a house if they believe an animal is a threat. Please remember that pets may behave differently if a family member is not present. Due to the individual care that plants require, we are not able to maintain them.

ITEMS THAT WE WILL NOT CLEAN/CANNOT DO

We have instructed our staff to leave certain items untouched, such as items or areas containing any body fluids or excretions, Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your home. If ants, termites, roaches, fleas, etc., are encountered, we will not clean or vacuum the area. We will leave you a note, or call you regarding the problem. If you have other items you prefer not cleaned or handled, please call the office and we will arrange to avoid those items. Our employees can not climb higher than a step stool, work on the outside of your home, move furniture that contains electronics, lift any objects over 20 pounds.

HIRING OF IBICS STAFF

All of our employees have signed a Non-Compete agreement with IBICS. They are prohibited from soliciting business from any client on his/her own behalf or on behalf of any third party during their employment with IBIC or for 2 years following termination of employment, without written approval from IBIC and a possible placement fee. You agree not to hire past or present employees of IBICS for a period of not less than 2 years from the date the employee last worked for IBIC. A great deal of time and resources are put into hiring our staff. In the event you feel you must hire an employee of IBICS in spite of this agreement, then a \$5000.00 placement fee is due immediately upon employment of the past/present employee, regardless of whether the employment is regular or on a contract basis.

GRATUITY

Although gratuity is not expected or required, the team members certainly welcome it! A great way to show the team your appreciation is with gratuity. The amount of gratuity is split equally among the members of the team. You may leave a cash gratuity for the team (preferred method) or add the gratuity to your payment by specifying the amount on the check.

WEATHER

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home and cancel that day's service. When this occurs, we will try to reschedule. Please assist us with your understanding in rescheduling.

HOLIDAYS

We do not provide service on New Year's Day, Thanksgiving and Christmas Day. We will contact you approximately three weeks ahead of time to arrange an alternate day for that week if your cleaning day falls on a holiday. During those weeks our schedule is very full; you may wish to contact our office ahead of time to reschedule your cleaning.

CUSTOMER REFERRAL PROGRAM

Every time you refer a new client to us who uses our services, you receive \$25 credit towards your next cleaning service to be applied after IBICS has completed your friend's first cleaning. Your friends will also receive a \$25 discount off of their third scheduled house cleaning service. To qualify for the referral bonus, you must have used our services within the past 6 months of the referral and your friend(s) may not have used IBICS within the past 6 months. Your friends are limited to one discount per cleaning, but you can combine yours.

This agreement for cleaning services between _____ (hereafter referred to as "Client") and INCH BY INCH CLEANING SERVICES LLC (hereafter referred to as "Contractor") is made and entered into upon the following date: ____/____/____.

The house stated in this agreement is found at the following address:

The Client would like to have the above mentioned house maintained on a regular basis. The Client and Contractor hereby agree to the following terms:

1. Client will give Contractor access to the inside of the house during regular business hours and any additional mutually agreed upon times.
2. Services to be performed by Contractor include the following: vacuuming of carpets, dusting, and polishing of furniture; cleaning of wood floors, kitchen appliances, bathtubs and shower stalls, toilets, sinks and all sink fixtures; in addition removal of trash from the interior trash containers and brought to the outdoor Dumpster.
5. Contractor will begin performing Cleaning Services on ____/____/____. Thereafter, Cleaning Services shall be performed on a mutually agreed upon schedule.

6. Either party may terminate this contract with written notice. Any payment for above mentioned services owed by the Client shall be due and payable at the time the agreement is terminated.

Either party may terminate this contract at any time by supplying a written notice of termination on a specified date to the other party, with at least 7 day notice prior to the stated date of termination.

If there is any litigation needed between the Client and Contractor it shall be filed and tried in the Contractor's local jurisdiction.

In agreement to the above mentioned terms the Client and a representative of the Contractor shall sign below:

Applicable Law

This contract shall be governed by the laws of the State of Colorado in Jefferson County and any applicable Federal Law.

----- Date-----

Signature of the Client

----- Date-----

Signature of Contractor

