

Squeaky Clean, Inc

Our name says it all

144 Davidson Circle
Griffin, GA 30223
IEHA Certified cleaners

770 468-9475, 9476
Info@squeakycleaninc.org
www.squeakycleaninc.org

POLICY

OFFICE HOURS

Our standard office hours are Monday through Friday 9:00 am - 6 pm To ensure that all your needs are addressed, please correspond all requests and changes directly to our office. **Please do not communicate important details with our team members.** We keep keys and other client information confidential, in a locked, secure location.

SATISFACTION POLICY

We proudly stand behind our work. Should you have any comments regarding your cleaning, please call us within 24 hours of your cleaning appointment. If there are areas that you feel we overlooked we ask that you do not clean those areas as we will have someone report within 24 hours to re-clean the areas of concern. While we are unable to issue refunds, we are happy to re-clean areas of concern.

SUPPLIES & EQUIPMENT

Squeaky Clean, Inc. cleaning professionals arrive equipped with basic cleaning products manufactured by eco-friendly, socially responsible companies. To avoid cross contamination between clients, we require that you have a toilet bowl brush, and a vacuum cleaner. Please be aware that if the cleaning tools provided are not quality tools they may effect the quality of the job performed. We cannot be held liable for any breakage or damages which result from using your equipment.

OUR TEAM MEMBERS

Squeaky Clean, Inc. clients may not solicit our team members to be contracted or employed by you or your affiliations for cleaning services of any kind. If you would like to hire/contract one of our workers to work independently for you or your affiliates, you may request such services by informing our office in writing. If we approve such request, you will be required to pay a \$2,500 referral fee. due within 30 days of notification. We reserve the right to pursue other methods of collection, cost of collecting will be responsibility of debtor.

Squeaky Clean, Inc. will try to provide you with a regular cleaning tech, however, due to circumstances beyond our control, we cannot always guarantee the same person. Should we have to change your cleaning tech, we will notify you. To ensure that any changes result in a smooth transition, we will have a quality control supervisor oversee. Our insurance policy does not allow us to accept packages, or allow others into location. Please notify our office should someone else be in location on scheduled service day.

SAFETY POLICY

Team member safety is important to us. We require our team members to wear shoes at all times, refrain from climbing ladders over 2 steps and lifting objects weighing more than 30 pounds. We do not clean bodily fluids, pet accidents or any other substance which may pose a health or safety hazard to our team. Squeaky Clean, Inc. reserves the right to remove cleaning techs from a job site at any time if safety, or integrity is in question.

CLEANING APPOINTMENTS

Residential; Regular Service appointments are made for Monday - Friday, first appointment is made for 9 am, last appointment arrival time is made at 3pm. Emergency, One-Time, Move-In, Move-Outs, and Initial services are scheduled accordingly. Due to circumstances beyond our control, cleaning appointments cannot be scheduled for a specific time. We require the flexibility to arrive between the hours of 9:00 am to 3:00 pm. We will provide an estimated arrival time of morning, afternoon, or late afternoon. *Add On Services must be scheduled prior to appointment, so that we may adjust our schedule accordingly.* Commercial Clients are scheduled for after-hours/weekend depending on their needs.

Squeaky Clean, Inc. observes New Years Eve, New Years Day, Easter, Independence Day, Labor Day, Thanksgiving, Christmas Eve,

Christmas, & 12/26. If your cleaning visit falls on a holiday, every effort will be made to re-schedule your visit but this cannot be guaranteed. Associated Fees still apply for skipped services.

The customer agrees to notify us if any person in the household is suspected of contracting an infectious disease, the flu, or other highly contagious illness. Notification must be made by telephone at least 48 hours before a scheduled visit, to avoid cancellation charges. In addition, Squeaky Clean, Inc. will not clean locations with infestations of any kind. Squeaky Clean, Inc. reserves the right to cancel in such circumstances, associated fees will be applied.

SKIP/ CHANGE OF APPOINTMENT

We understand that there are times when you might need to cancel or change your cleaning appointment. Squeaky Clean will try to accommodate your request, but can not guarantee an opening. We ask that you give us 48 hours cancellation/change notice. *Due to the high demand for our services, if you cancel/change less than 48 hours of your scheduled appointment, you will incur a \$35 Cancellation Fee. Any appointments canceled less than 24 hours of the scheduled date will be charged the full amount of the cleaning.* If we arrive at a scheduled cleaning appointment and are unable to gain access into the location, or unable to perform our duties, you will be responsible for paying the full amount of the cleaning. Return service after a skip by either party takes longer than normal, the following appointment will incur the Skip Fee of ½ of regular service charge.

KEY POLICY

For your safety and ours, we encourage all of our clients to issue us a key. If you choose not to issue us a key and we arrive for a scheduled service to find we are unable to access your home, the standard cleaning fee for that day will be billed. A no key/hidden key waiver is required if a key is not provided. Squeaky Clean, Inc. will not be responsible for hidden keys.

PAYMENTS

Are due at the time services are rendered or you may pay in advance for the full month. We accept cash, check, or credit card. Checks need to be made payable to Squeaky Clean, Inc. Please leave your payment method in the sealed, labeled envelope provided on the kitchen counter the day of your service. There is a \$35 fee for all returned checks and a \$10 fee if payment is not received on the day of cleaning. Balances 30 days or more overdue will accrue interest at an annual rate of 18%. We reserve the right to pursue other methods of collecting unpaid balances after 30 days, cost of collecting will be responsibility of debtor. **Paying by Credit Card:** The credit card authorization form must be filled out prior to service and will be kept on file. Notify our office if this is your intended method of payment prior to service. All credit card payments are processed within 24 hours of service. You will receive a payment receipt emailed to the email address listed on your account. Should Squeaky Clean, Inc. not be able to process your credit card payment your account will be subject to a \$15.00 charge. **GIFT CERTIFICATES** require 25% retainer, which is applied to the invoice total, due at time of service. Once the retainer has been received by our office, we will send you the gift certificate. Our Policy applies to gift certificate purchases.

BREAKAGE/ DAMAGE

Squeaky Clean, Inc. treats your location with the utmost respect, but due to the nature of our business, accidents can happen. Antiques, irreplaceable, one-of-a-kind, and hard-to-find items are not covered by our breakage and loss policy. We suggest that such items be moved to a safe location on the day of your cleaning. Should you have any delicate or sensitive items in your home please notify our office as we will instruct our cleaning consultants not to touch those items.

Should a damage occur to your property during an appointment, please notify our office immediately after the cleaning appointment. If an item is damaged by our cleaning team we ask that you do not throw the item away as we will need to take photographs of the item for insurance purposes. If a receipt is not available for the damaged item and it is clear that the item has been damaged by a Squeaky Clean, Inc. team member, we will purchase a replacement of equal value. We cannot guarantee reimbursement for damages reported more than 24 hours after the cleaning appointment or damages that we cannot physically inspect.

Squeaky Clean, Inc. is not responsible for damage due to faulty, improper installation, or deteriorated items of any kind. All surfaces are assumed sealed, secure, and ready to be cleaned without causing harm. In addition, Squeaky Clean, Inc. does not take responsibility for items previously damaged.

RATE CHANGES

Squeaky Clean, Inc. reserves the right to re-evaluate rates at any time. You will be notified of any rate changes 14 days in advance. Additionally, should the scope of the work change significantly (added pets/family members, added sq ft) both parties agree to re-negotiate any associated costs or fees.

****BY ACCEPTING ANY SQUEAKY CLEAN, INC. APPOINTMENT CLIENT ACKNOWLEDGES ,UNDERSTANDS, AND AGREES TO OUR POLICIES.****

This policy supersedes previous policies, and shall remain in effect until further notice.