

STANDARD CLEANING PLAN

KITCHEN & LAUNDRY

- Clean countertops
- Clean microwave inside & out
- Wipe exterior of small kitchen appliances
- Wipe exterior of stove and stovetop
- Wipe exterior of refrigerator
- Wipe exterior of dishwasher and trash compactor
- Wipe cabinet exteriors
- Clean and polish sink, faucet & drain
- Dust window sills
- Empty trash when ½ or more full
- Vacuum and mop floor
- Wipe exterior of washer & dryer

MASTER & GUEST BATHROOMS

- Clean shower stall and tub inside & out
- Clean toilet inside & out
- Wipe cabinet exteriors & countertops
- Clean and polish sink, faucet & drain
- Clean mirrors
- Fold towels
- Polish paper holder/towel racks
- Empty trash when ½ or more full
- Vacuum and mop floor

BEDROOMS

- Dust outward-facing surfaces of furniture
- Dust light fixtures, lampshades & artwork
- Dust window sills
- Change or straighten linens
- Vacuum carpets and/or vacuum & mop hard surface floors

FORMAL LIVING, DINING & FAMILY AREAS

- Dust outward-facing surfaces of furniture
- Dust light fixtures, lampshades & artwork
- Dust window sills
- Vacuum carpets and/or vacuum & mop hard surface floors
- Clean inside & out of entry/exit glass

ROTATIONAL ITEMS

These tasks are typically completed on a rotational basis, depending on the frequency of the service in your home.

- Dust baseboards
- Edge carpets
- Dust ceiling fans
- Dust hanging light fixtures
- Dust blinds
- Vacuum door tracking
- Dust top of refrigerator

SPECIAL PROJECT CLEANING

The following services are available by advance notice and at additional charge. These items are not considered "routine" cleaning tasks.

- Wash inside and/or outside of windows
- Wash walls & ceilings
- Empty, wipe and replace items inside of cabinets and/or hutches
- Remove shoes, etc. from closets, vacuum and replace
- Vacuum drapes
- Clean carpets (extraction method)
- Clean inside oven (please run self-cleaning function the night before your scheduled appointment)
- Clean inside of refrigerator
- Exterior pressure washing (home, sidewalks, pooldeck, etc.)

WE AIM TO CLEAN!

Our goal is your complete satisfaction. If you are not satisfied with the cleaning performed in your home, please call our office within 24-hours. We will gladly return the next business day to correct the issue.

It's that simple!



TERMS OF SERVICE

Scheduling

Due to the nature of cleaning, we cannot guarantee an exact arrival time. We will do our best to provide you with an arrival window; however this is for informational purposes only. Our team may arrive earlier or later based on any number of factors.

Rescheduling/Canceling

If you need to cancel or reschedule an appointment, we require 24-hour notice. If we do not receive 24-hour notice, a fee equal to 50% of your scheduled cleaning fee is due prior to the next scheduled cleaning.

Lockouts

If our team arrives at your home and we are unable to gain access, a lockout fee equal to 100% of your scheduled cleaning fee is due prior to the next scheduled cleaning.

Payment

Payment is due at the time service is rendered. Please leave a check or cash on the kitchen counter for our Team Leader to collect. If you prefer to pay by credit card, please contact our office prior to your scheduled appointment. If payment is not received after five (5) business days we will invoice you, including a \$10.00 fee to cover the expense of invoicing. In the event we must pursue collection or legal action in order to collect a past-due balance, the client agrees to pay all associated costs without limitation for reasonable attorney's fees, court costs, and interest on past-due amounts (20% per annum).

Returned Payments

If your payment is returned by your financial institution, a returned payment fee of \$25.00 will be assessed. This fee is due prior to your next scheduled cleaning.

Cleaning Equipment & Supplies

Our Cleaning Specialists will arrive at your home with all of the supplies and equipment required to clean your home. Due to OSHA regulations regarding labeling and content documentation, our Cleaning Specialists cannot use a client's supplies unless the proper required documentation (MSDS) is provided.

Home Inspections

In order to ensure your complete satisfaction, our Residential Manager will make home visits and follow-up calls to check on our service. In some instances, the Manager may enter your home after our Cleaning Specialists have departed.

Keys

Most of our clients elect to provide us with a key to their home. If you choose this option, your key will be held in the key safe at our office. On the day of your scheduled cleaning, a member of our Management team will provide the key to the Team Leader for use on that day only. At the end of the day, your key is returned to the safe until your next scheduled cleaning.

Pets

Because pets can be unpredictable, we ask that you secure them while our team is in your home. Please note, our Cleaning Specialists cannot clean up pet waste.

Clutter

It is always helpful if you pick up toys and clothes prior to our team arriving. They will be able to do a much more thorough job if they are not working around lots of clutter.

Valuables & Heirlooms

It is always helpful if you put away any valuable belongings prior to our team arriving. If an item is damaged during the cleaning, we reserve the option of repair or replacement.

Special Requests

Our Cleaning Specialists are instructed to follow a very specific cleaning program when they visit your home. If you have a special cleaning request, please contact our office at least 24-hours prior to your scheduled cleaning appointment so we can be sure the cleaning team has the proper time allotted in their schedule to handle the request. If we do not receive 24-hour notice we may, at our sole discretion, postpone completing the special request until your next scheduled cleaning.

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Contacting Us

We are available to assist you Monday thru Friday between the hours of 9:00am and 5:00pm. To reach us by phone, dial (407) 849-0983. During non-business hours, our voice mail system will take a message. You may also e-mail us at the following address: info@AbsoluteCleaning.com.

