

TERMS AND CONDITIONS

The Terms and Conditions stated herein constitute a legal agreement between the Client and Laleen Eco-Green Cleaning Services. The Client agrees that by any use of the company services, including placing an order for services by telephone, fax, email, website forms, etc., the Client hereby acknowledges and agrees to be bound by the Terms and Conditions of this agreement. Laleen Eco-Green Cleaning Services agrees to provide cleaning services to the Client at an address specified by the Client. The services will be for such duties as agreed with the Client at the time of scheduling. Laleen Eco-Green Cleaning Services will provide one or more Service Professionals to attend to the premises (or building) and to provide services at a time and date mutually agreed between Laleen Eco-Green Cleaning Services and the Client. The Client understands that in order for Laleen Eco-Green Cleaning Services to do its job effectively and efficiently, hot and cold running water, as well as electricity, must be accessible within the property. Laleen Eco-Green Cleaning Services reserves the right to make any changes to any part of these Terms and Conditions without giving prior notice.

PAYMENTS

Payment for services is due upon scheduling. Some exceptions may be made to allow Clients to pay for services the day prior to cleaning. However, scheduling times without payment cannot be guaranteed. Without prior payment, the time slot may be reallocated to a prepaid Client. In the event other payment arrangements are required, exceptions must first be approved by the Laleen Eco-Green Cleaning Services Management Office.

All payments for recurring service must be paid prior to the next scheduled service date.

Fees will be adjusted according to the frequency of scheduled cleanings. For example, if weekly cleanings turn into bi-weekly or once per month, etc., the fees will be adjusted to reflect the current service rate schedule.

For your convenience, Laleen Eco-Green Cleaning Services gladly accepts the following forms of payments: Check, Cash, Major Credit Cards, and PayPal. If you choose to pay via Credit Card, all Credit Card payments will be charged a 3% service fee plus sales tax, when applicable, which will be charged in addition to the negotiated service rate.

Laleen Eco-Green Cleaning Services reserves the right to cancel service without notice due to declined Credit Card transactions, non-sufficient funds, etc. However,

all efforts will be made in attempt to secure another form of payment from Client prior to cancellation.

PRICING

Any price estimate given via telephone or computer by Laleen Eco-Green Cleaning Services, is just an estimate based on information provided by the Client and by prior job estimating experience. All estimates are subject to confirmation once Laleen Eco-Green Cleaning Services has visited and evaluated the location. Laleen Eco-Green Cleaning Services reserves the right to increase or decrease the estimate given based on the site visit.

DISCOUNT POLICY

Laleen Eco-Green Cleaning Services is committed to providing our Clients the best environmentally-friendly cleaning services at reasonable prices. Current promotions, coupons and discounts are published online.

Discounts are subject to the following restrictions: Only one discount or coupon may be applied per service visit. No offers can be combined, unless expressly stated. Certain blackout dates/times may apply. Discounts cannot be applied to taxes or processing fees.

CANCELLATION POLICY

Laleen Eco-Green Cleaning Services requires a 48 hour cancellation notice. If the Client needs to cancel or reschedule the service appointment, please email or call the Management Office directly, 48 hours prior to your scheduled appointment. Failure to give a 48 hour cancellation or rescheduling notice to Laleen Eco-Green Cleaning Service will result in a charge at the following rates:

- Less than 48 hour notice but more than 24 hours will result in a charge of 50% charge of the prior agreed price.
- 24 hour notice or less will result in a charge of 100% of the prior agreed price.
- For same day/next day appointments, there will be a 100% charge for cancellation. Rescheduling will result in a charge of 50%.

If Laleen Cleaning Services is unable to gain access to the property or premises as a result of the Client failure to make arrangements for access, Laleen Eco-Green Cleaning Services will charge 100% as the cancellation fee.

All recurring Clients require a 30 days written cancellation notice. Laleen Eco-Green Cleaning Services only accepts written notices by email, fax, in person, or by mail. If services aren't canceled at least 30 days in advance, then Laleen Eco-Green Cleaning Services reserves the right to charge for cleaning services scheduled for the upcoming 30 days, using the method of payment on file.

When circumstances beyond Laleen Eco-Green Cleaning Services control arise, the right will be reserved to cancel or to reschedule any appointment, or to issue a refund or credit towards the Client's next service appointment. Examples of circumstances beyond control include but are not limited to: fire, flood, traffic congestion, staff illness, natural disasters, etc.

Laleen Eco-Green Cleaning Services reserves the right to refuse service to anyone based on unreasonable premise conditions and/or expectations. In such situations, and at Laleen Eco-Green Cleaning Services' discretion, the service appointment may be canceled and a refund issued.

24 HOUR SERVICE GUARANTEE

Satisfying and retaining our Clients is our utmost priority; therefore, if for any reason that the Client is unsatisfied with the cleaning provided by the Professionals of Laleen Eco-Green Cleaning Services, or if a task was simply overlooked during the visit, please contact the Management Office (within 24 hours of cleaning) and a Laleen Professional will either return to your home/office the next business day to redo the area/task free of charge; or a credit for future service will be applied to Client's account.

Please note that Laleen Eco-Green Cleaning Services advises that the Client or Client's representative be present at the time of job completion to conduct a thorough inspection of services performed and to immediately resolve any uncovered issues. If the Client or the Client's representative performed an inspection immediately after job completion and signed the service checklist, then they are acknowledging that all tasks have been completed as expected and agreed; thus freeing Laleen Eco-Green Cleaning Services from all further service obligations.

*Unless good reason is given for late notification of any complaints, Laleen Eco-Green Cleaning Services will not consider any complaints which are notified after 24 hours from service completion.

REFUNDS

A full refund will be issued only if the Client has canceled a scheduled service within 48 hours prior to the start of the scheduled service time and a payment has been already received.

No refund will be issued once Laleen Eco-Green Cleaning Services has fulfilled its cleaning service obligations.

APPOINTMENT ARRIVAL TIMES

If you wish to be present during the time of your cleaning service appointment, please be advised that Laleen Eco-Green Cleaning Services provides an estimated window of time - such as between 9:00 AM -10:30 AM. Many factors can affect the schedules, like cancellations, traffic congestion, accidents, acts of nature, etc. If Laleen Eco-Green Cleaning Services Professionals are running late to the appointment, the Client will be given a courtesy phone call as soon as possible and will be provided with an updated time of arrival.

PROPERTY ACCESS

Laleen Eco-Green Cleaning Services will discuss arrangements of how to access your home/office before your appointed service day and time. All Service Professionals have had thorough criminal background checks prior to obtaining employment with Laleen Eco-Green Cleaning Services.

HEALTH AND SAFETY

Safety matters and Laleen Eco-Green Cleaning Services takes our Clients' safety and the safety of our Service Professionals very seriously. A representative from Laleen Eco-Green Cleaning Services is required to visit the premises to undertake a job risk and safety analysis, before commencement of any work; in order to assess the health and safety risks of the premises. Laleen Eco-Green Cleaning Services Professionals are not permitted to use any ladder or step stools higher than 2 feet or to move anything heavier than 35 pounds. These types of activities could put employees at risk of back injury, or could potentially damage something in the Client's home/office. If service is requested behind heavy appliances and furniture, such as stoves, refrigerators, or sofas, please move the objects prior to the service visit to allow access to the area.

Due to health and safety reasons, there are certain items and areas that Laleen Eco-Green Cleaning Services Professionals are not allowed to touch or clean. Service Professionals reserve the right to either ignore the items and surrounding areas or to first withdraw from the cleaning service, then immediately inform the Management

Office. These items include but are not limited to: human feces, vomit, pools of blood, sanitary pads, used needles, unknown chemical spills, etc. If this situation should occur, then the Client will be charged 100% of the service cost. If the cleaning service is rescheduled after the environment has been determined safe, then the Client will be charged 50% of the cost of the original cleaning service.

Laleen Eco-Green Cleaning Services Professionals are advised to notify the Management Office as soon as possible, if they have a virus, flu, or any contagious illness, so that they can be granted time off from work to get well and not allowed to enter your home. Please extend the same courtesy to notify the Laleen Eco-Green Cleaning Services Management Office of any household/office illnesses so that services can be rescheduled at a healthier time.

The service appointed Cleaning Professional may either not begin to use or cease from using any cleaning supplies or cleaning equipment provided by the Client, if a safety recall has been initiated by the Manufacturer or if the cleaner thinks in their absolute discretion that use of such supplies or equipment may possess a safety risk to him/herself or to the Client's possession or property.

KEYS AND ALARMS

There are times when Clients cannot be present on the day and time of scheduled service and will need to trust Laleen Eco-Green Cleaning Services with the keys and alarm codes to the property. In order to help protect our Clients' identities, security, and safety, each key is assigned a coded number and is kept in a safe in Laleen's Management Office. The Client's key will only be accessed by a team leader or member of management and will only be given to the appointed service team on the day of the service appointment. If keys are provided, they must open the lock without any special effort or skills. Upon completion of service, the appointed service team is required to return all keys to the Management Office by the end of that same day, and an authorized key handler will secure the keys inside of a key safe in the Management Office. Laleen Eco-Green Cleaning Services does not return keys by mail and will only release keys to Clients in person (or to anyone who has obtained prior Client authorization). Laleen Eco-Green Cleaning Services will not be responsible for triggering any alarm systems. Client should give any special instructions for deactivating or activating of any alarm system prior to scheduled service. In addition, if not be present during the time of cleaning, it is the Client's responsibility to instruct Laleen Eco-Green Cleaning Services how to secure the premises upon departing. Laleen will not be held responsible for the safety and security of the premises, once departed.

Please advise Laleen Eco-Green Cleaning Services prior to service if someone will be in the home, either sleeping or working, or if someone will be visiting while the cleaner is present upon the Service Professional's arrival, so that the cleaning Professionals won't be startled by sudden discovery of someone unknown to be home or unexpected to show up (i.e. courier deliveries, etc.)

PETS

Pets are not a problem, but Laleen Eco-Green Cleaning Services needs to know if any pet is aggressive in nature. Please secure pets while the cleaning Professionals are servicing the premises. If there are any special instructions in regards to pets or accessible areas in the home, it is the Client's responsibility to inform Laleen Eco-Green Cleaning Services.

Laleen Eco-Green Cleaning Services will email picture identification and the name of the Service Professional(s) who has/have been scheduled to service the premises 24 hours prior to the service appointment; so that the Client can know who to expect. All employees of Laleen Eco-Green Cleaning Services are required to wear a company logo shirt and a name badge at all times. If a Service Professional doesn't resemble the picture identification that was sent or if the Service Professional is unable to verify his or her name, then they should not be allowed access. Please notify the Management Office immediately for verification and further instructions.

DAMAGE & LOSS POLICY

For the Client's protection and peace of mind, Laleen Eco-Green Cleaning Services is fully insured and bonded. Laleen Eco-Green Cleaning Services' insurance policy will cover any accidental damages caused by any of Laleen's professional cleaners while working on behalf of Laleen Eco-Green Cleaning Services. Laleen Eco-Green Cleaning Services will not be held responsible for repairs or replacement of items, broken or damaged due to pre-existing wear and tear, or installation. Items that are cash, jewelry, fragile, very valuable, irreplaceable, or sentimental in nature, must be removed and secured prior to commencement of services. If damage shall occur, Laleen Eco-Green Cleaning Services, will try to repair the item(s), if it agreed that Laleen's negligence caused the damage. If the item(s) cannot be repaired then Laleen Eco-Green Cleaning Services will rectify the problem through its insurance carrier. The Client accepts and understands that poor service, breakage, damages, or theft, must be reported within 24 hours from the time of service. Failure to do so will entitle the Client to no recourse. Laleen Eco-Green Cleaning Services will provide all cleaning supplies and equipment; however, should the Client wish for their cleaning supplies or equipment to be used, please notify the Management Office. If the request to use Client supplies or equipment, then Client agrees not to hold Laleen Eco-Green

Cleaning Services or any of Laleen's employees responsible for damages resulting from direct usage of the equipment and supplies that the Client provided.

REFERRAL JOB PLACEMENT FEE

By utilizing Laleen Eco-Green Cleaning Services, the Client is agreeing not to employ any past or present Laleen employee for any home/office related services that were introduced through Laleen Eco-Green Cleaning Services . If the Client wishes to hire a former employee of Laleen Eco-Green Cleaning Services, allow a period of at least 6 months prior to hiring any such person(s). If the Client wishes to employ any active Laleen employee, the referral fee is \$2,500. This fee is due immediately upon employing or using the past or present staff member. The Client acknowledges that Laleen Eco-Green Cleaning Services, may suffer loss and damages including, without limitation to consequential loss, as a result of breach of this clause by the Client. Laleen Eco-Green Cleaning Services reserves the right to pursue other methods of collection if this fee is not paid.

PRIVACY POLICY

The Client acknowledges that any information provided by the Client may be used by Laleen Eco-Green Cleaning Services for the purpose of providing the service. Laleen Eco-Green Cleaning Services agrees not to share any information provided by the Client with any third party who is not directly involved in the providing of the service unless required to do so by law.
