

TERMS AND CONDITIONS

CANCELLATION/RESCHEDULING

A minimum of 48 hours' notice is required for any cancellations or changes. Otherwise a \$35 cancellation fee will apply. Our team is working hard to be as flexible as we can to fit your schedule.

ARRIVAL NOTICE

We have arrival estimates of 30 minutes. For example, if your cleaning is scheduled for 1pm, we should have an arrival time between 12:30 and 1:30pm.

CLUTTER/HOUSE PREP

It would be appreciated if items were picked up off the floor and dressers and counters were not piled with too much clutter before we arrive. This allows the Service Technicians to clean more thoroughly. Please secure cash, jewelry and other small valuables. In the summer months it would be appreciated if you would set your air conditioner at an appropriate temperature. 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.

ACCIDENTS/DAMAGE

Tessa Cleaning Services is fully insured and bonded. While we make every effort not to break or damage items, accidents do happen. We are asking all of our clients to please remove all items fragile and valuable to a safe place. We ask that you please accommodate this request to avoid any expensive damage or breakage. In return, this will enable our Service Technicians to clean your home or office at a more responsible and safer level.

In the event an accident happens, please notify us within 48 hours of the cleaning date and we will make arrangements to have the item repaired or replaced for you. Identical replacement is always attempted but not guaranteed. Our Service Technicians are instructed to call our office once ANYTHING is damaged and to leave a note to you advising you of the incident. Tessa Cleaning Services is not responsible for damage due to faulty and/or improper installation of items, or for maintenance of your home or office (normal wear and tear that comes with age and use).

PETS

We ask that you secure aggressive pets 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.

OUR GUARANTEE TO YOU

100% Satisfaction. If you are not satisfied with our service we will return and redo the work to your satisfaction at no extra charge to you. Contact us within 24 hours to make arrangements to have the problem resolved quickly.

We will provide the most professional cleaning service where all have been thoroughly trained in the proper use of all our products and equipment. We offer continued education to our Service Technicians to maintain high level of service. We will provide all cleaning supplies, vacuums, and equipment. We provide one type of floor cleaning product. If you don't like it, we ask that you provide the floor cleaner you prefer for us to use. If you request your supplies or equipment, including vacuum cleaners, you agree not to hold Tessa Cleaning Services or any of its personnel responsible for damage to any article or component.

SECURITY/ ENTRY

Most customers give us a code to the garage or a key to their home, but other methods of entry can be agreed upon. Security is a major concern at Tessa Cleaning Services. 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 Service Technicians to let in workmen during the time we are in your home.

CLEANING FEE INCREASES

Tessa Cleaning Services reserves the right to reevaluate rates at any time based on the time it is taking to perform our service to meet the client's standards. We will monitor the actual cleaning time for the first two months and occasionally thereafter. We will contact you to discuss possible price or service revisions if the cleaning time differs drastically from the original bid.

SKIPPED OR MISSED CLEANING VISITS

If you skip a cleaning, a weekly or monthly visit, additional time will be required to clean and you'll be charged at our hourly rate for the time it takes to complete task requested. When back on your normal cycle, your normal rate resumes.

EXTRA REQUESTS

Please call us in advance for special requests (i.e. inside refrigerator cleaning, inside oven, windows, extra rooms, walls, basement and garage,) 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.

PAYMENT

Payment is due on schedule day of cleaning for Residential customers. For your convenience, we accept cash, and checks.

Check: Most customers find it convenient to simply leave a check in the home, made payable to Tessa Cleaning Services. Please leave payment in envelope on your kitchen counter for the team.

Cash: You may pay for your cleaning services with cash. We ask that you put your payment in a sealed envelope on your kitchen counter addressed to Tessa Cleaning Services.

Credit Card Payment: Tessa Cleaning Services makes it easy for you to pay for your cleaning services online with your credit card. Our online payment system is fast, safe and secure.

RETURNED CHECK FEE

A \$35 fee will be assessed for all cancelled or returned checks.

WEATHER

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

CUSTOMER REFERRAL PROGRAM

If you refer two (2) new clients to us who end up using our services, you receive one (1) free complimentary cleaning after Tessa Cleaning Services has cleaned and received payment for your referral's first cleaning.

QUESTIONS CONCERNING OUR TERMS AND CONDITIONS

If you have any questions or concerns regarding these Terms and Conditions, please:

1. Send an email to tessa@tessacleaning.com
2. Write to us at 4616 Ridgeway Circle Suite B, Kalamazoo, Michigan 49006
3. Or call us at: (269) 267-8661.