



Emilia's Cleaning, Inc.

Emilia's Cell (773) 704-4564

Quote date

Deep Cleaning	
Once a week	
Bi-weekly (every 2 weeks)	
Once a month (every 4 weeks)	

Key given? Yes or No

Garage code: _____

STANDARD PACKAGE INCLUDES:

Throughout the household

- vacuum all rugs and carpets
- vacuum/damp mop stairs
- damp mop all floors
- remove trash from trash cans
- remove cobwebs
- dust furniture/shelves
- dust wall pictures/frames
- dust wall mirrors
- dust stair rails/banisters
- dust windowsills and ledges
- dust reachable window treatments
- dust reachable fan blades
- dust doors and door sills
- dust table and floor lamps
- clean glass tables
- make beds (linen change not included)

Kitchen

- clean countertops
- wipe front of the cabinets
- wipe fronts of the ovens, refrigerators
- clean the microwave inside and outside
- wipe/dust small countertop appliances
- clean the sink thoroughly
- wipe outside of range hood
- clean stainless steel appliances
- mop the floor

DEEP CLEANING (includes all above and):

- inside of the fridge washed
- inside of the oven washed
- windows, frames and sills washed
- doors and frames washed
- baseboards washed

Bathrooms

- clean the toilet inside and out
- clean vanity countertops, sinks, fixtures and drains
- cabinet fronts cleaned
- mirrors spot and streak free
- vanity lights cleaned
- shower cleaned and dried
- shower door thoroughly cleaned
- bathtub cleaned and dried
- floor vacuumed and mopped

Requested services (circle):

- laundry (\$25 per load folded)
- bed linen change (\$5.00 per bed)
- dish washing (light dishwashing included, large loads are charged extra)
- inside of the fridge \$20.00 single, \$25 double door
- inside of the oven \$25.00

NOTES:



Service Agreement

This is not a contract, just general rules of operation. Please, read and sign and return to Emilia's Cleaning Inc. Thank you!

1. I, _____ residing at: _____ acknowledge the services that will be performed (circle) **weekly/ bi-weekly/ monthly** by Emilia's Cleaning, Inc. cleaning service and agree to \$_____ payment per service.
2. Payment is due at the time of service by check (made out to Emilia Zivojn or Emilia's Cleaning, Inc.), money order or cash (*we offer \$5.00 discount per cleaning if you pay in cash or make the check out to cash*). Service can also be prepaid by PayPal to info@emiliascleaning.com or through Chase Quick Pay (for emergencies only).
3. Our cleaning ladies truly appreciate your tips, however we kindly ask you not to include them on the service payment check, but rather leave them in cash. Office cannot guarantee to check every payment for tips, unless it is marked on the check that the tip has been included. Thank you so very much!
4. Cleaning supplies and equipment, while they **are** included with deep cleaning, **are NOT** included in the quoted price for standard cleaning. There will be a \$15.00 charge per cleaning for Emilia's Cleaning's supplies (cleaning solutions, rags, mops, vacuum).
5. The price we agreed on for standard cleaning is for standard cleaning per list of tasks provided. Should you need us to perform tasks not listed or should the condition of your home change, i.e. you had a party, or you need after remodeling cleaning, please contact us in advance. After remodeling is not a standard cleaning.
6. Emilia's Cleaning, Inc. kindly asks for at least **two weeks' notice** if you wish to discontinue the cleaning service or 80% of the usual rate will be due.
7. If you skip your bi-weekly appointment, and next time we will clean your home will be a month from your last cleaning, you are expected to pay your monthly rate provided on the Quote page. If you skip your once a month appointment there will be \$35.00 charge per every appointment skipped on top of your regular quoted rate.
8. Emilia's Cleaning, Inc. kindly asks for at least **24 hours notice** (*or by noon the preceding day, by noon Friday for Monday appointments*) if you wish to change time of regular service or cancel or 50% of the usual rate will be due. The fee applies **only if** we are not able to book another appointment instead of yours. The same fee (the lock-out fee) applies in case we cannot enter your house not from our fault at
9. the time of the agreed appointment (i.e.: nobody is home, door is locked, dogs are not caged, you changed garage door code and did not notify us before the appointment etc.)
10. Emilia's Cleaning, Inc. requests a key or a garage code to enter your home at the time of appointment.
11. In case you are not satisfied with the service performed, please, call/e-mail/text the owner within 24 hours form the cleaning. All your concerns will be addressed and all areas in question will be checked by a supervisor and redone if necessary. Please, remember: **your complete satisfaction is what we strive for.**



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It is understandable that a bond may be created between Emilia's Cleaning employees and customers, like in every customer service business. We are very proud of our friendly and hardworking staff. Please understand that by offering them to work for you or your family or friends privately outside of Emilia's Cleaning company and without Emilia's knowledge will cause them to lose their full time jobs, as they signed a non-compete agreement with Emilia's Cleaning. Emilia's Cleaning devotes weeks to training their employees so they are able to provide our Customers with the level of service we are proud of and we need to protect our company from losing our best trained employees.

I understand that I am hiring a **cleaning company** to provide me with cleaning services, **not an individual**. Individuals coming to clean my house are Emilia's Cleaning, Inc. employees and are not hired or paid by me.

I understand that Emilia's Cleaning, Inc. agrees to provide cleaning services to me on the agreed day and time and reserves the right to switch cleaning personnel when needed or necessary with proper notice to me.

I understand that Emilia's Cleaning, Inc. office handles all scheduling. I will contact the office directly to schedule, re-schedule, or cancel appointments. This is not a matter that can be agreed upon with Emilia's Cleaning, Inc. employees.

I understand that the relationship with Emilia's Cleaning, Inc. is strictly professional and I will NOT share my personal information (phone number, email address) with Emilia's Cleaning, Inc. employees or ask them to provide their personal information to me. Contact between customer and Emilia's Cleaning, Inc. employee by phone or email is unnecessary and against our policy. All matters concerning your cleaning needs should be handled by Emilia's Cleaning, Inc. office.

I understand that by signing this agreement, I acknowledge that I will comply with the terms and conditions of this agreement.

Date _____

Customer Signature _____