



Terms of Service

1. **Arrival Time:** We have a 1-hour arrival window. Due to traffic conditions, weather conditions, or other unforeseen delays the team will arrive either within 30 minutes before or 30 minutes after the scheduled time.
2. **House Prep:** To maximize the value you receive from Tessa Cleaning Services Teams it is recommended that you pick-up toys, clothing, etc. from floors before the team arrive. Any time that the team spends picking up is taking away from the time they could be cleaning your house more thoroughly.
3. **How to Pay for Service:** Payment is due at the time of service. For your convenience, we accept MasterCard, Visa, cash, check or PayPal. If customers do not pay on time, we charge 5% off on bills that are 30 days past due.
4. **Tipping:** As with most service providers, tipping is greatly appreciated. A small gratuity or a thank note goes a long way to show the team you appreciate their hard work.
5. **Returned Check Fee:** A \$35 fee will be assessed for all canceled or returned checks.
6. **Scheduled Appointment Cancellation Notice:** We kindly ask that you give us a 24-hour notice to cancel a scheduled cleaning appointment. In case of exigent situations, we reschedule the clients.
7. **House Keys:** To ensure that you get uninterrupted service, we suggest that you give us your house keys. You never have to worry about forgetting to be home to let the team in. We take the security of your home seriously. Your keys will be assigned a unique security number and kept in a locked box in our office.
8. **Accidents / Damages:** While we strive to take great care of your home, accidents sometimes happen. When something breaks, we will notify you ASAP. Conversely, if you notice something damaged please notify us within 24 hours.

Contact us

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Kalamazoo: 269-267-8661
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9. **Skipped or Missed Cleaning Visits:** If you skip a cleaning, additional time may be required to clean and you'll be charged extra for the extra time it takes to complete the task requested. When back on your normal cycle, your normal rate resumes.
10. **Etiquette:** If the client is half dressed or naked, we do not clean the house. After 30 minutes of wait time, we reschedule the client for another date.
11. **Cleaning Fee Adjustments:** We strive to ensure that our prices remain competitive and constant. Therefore regular price adjustments only happen once a year at your account's anniversary.
12. **Extra Requests:** Please call us in advance for special requests (i.e. party clean up, inside refrigerator cleaning, inside the oven, windows, extra rooms, walls, basement, and garage,) so we can schedule the adequate time to complete these tasks. Extra charges will apply.
13. **Stove Top:** Unlike other cleaning companies we clean stovetops, but if the stovetop is severely caked with burned grease and food, we are happy to clean it for an extra \$25 to cover for the additional time needed to degrease, scrub and clean it.
14. **Pets-**we do not clean litter boxes.
15. **Our 100% Guarantee to You:** If you are not satisfied with our service we will return and redo the work to your satisfaction at no extra charge. Contact us within 24 hours to make arrangements to have the problem resolved quickly.
16. **No Term of Contract:** We know that life can be surprising at times. When circumstances change do not hesitate to call or write us to give a two (2) week service cancellation notice or to temporarily or indefinitely hold service. This service relationship shall extend for as long as the Customer is happy with the service and the Service Provider is happy serving.

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