

White Glove Cleaning Services, LLC Agreement

-  White Glove Cleaning Services, LLC (WGCS, LLC) reserves the right to re-evaluate rates at any time based on the time required to complete our services in order to meet our standards.
-  We charge by the hour per person to assure excellent performance. Please make sure that we can enter your home, either by providing us with a key, code, or leaving a door open.
-  There will be a \$25 fee if we receive less than a 24-hour notice for skips and cancellations, or if our staff is unable to gain entry.
-  Payment for service may be made by check and placed in the self-addressed envelope provided for you and must be received the same day services are rendered.
-  Customer agrees to pay the price quoted at the time of service. A \$10 (minimum) handling fee will apply if payment is not received within one day in which services were rendered. A 12% finance charge will be added to unpaid balances over 30 days. Should a client fail to make the required payment within 30 days, his or her account will be referred to a collection agency. Clients will be held responsible for ALL collection and legal fees.
-  Monthly billing is available upon request.
-  All bank charges incurred due to NSF checks will be passed on to the client at a flat rate of \$35 per check.
-  While we make every effort not to break items, accidents may happen. Identical replacement is always attempted but not guaranteed. For this specific reason, we request that all irreplaceable items, whether monetarily or sentimentally value, are not cleaned by our staff. WGCS, LLC must be notified within 48 hours of service if damage is discovered.
-  WGCS, LLC is not responsible for damage due to faulty and/or improper installation for any item. ALL surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.
-  If we are specifically requested to clean inside of a hutch or China cabinet, dust any computer equipment or wash dishes, the client agrees not to hold WGCS, LLC or any of its employees responsible for damage to any article or component.
-  For the safety of our employees, please make us aware of the location of any and all firearms.
-  Your pets are important to us. For their safety as well as ours, please let us know how they should be handled.
-  Please let us know if you have a preference for a certain product that you would like us to use.
-  We will do our best to accommodate your requests.
-  We do our best to be as flexible as we can with the schedule to accommodate the needs of all our customers.
-  During the holidays we appreciate your flexibility as we attempt to fill the numerous requests of our customers for additional service.
-  WGCS, LLC may change the terms and conditions of this agreement upon reasonable notice to the customer.
-  WGCS, LLC is so confident that our employees will provide the highest quality service available. If you are not 100% satisfied with our services for any reason, we will re-clean your home to your satisfaction within 24 hours.