



RID Property Services Inc Service Agreement

We do not require you to commit to a minimum number of cleanings. We use this service agreement to define the responsibilities and liabilities of RID to our customers. By scheduling a one-time or recurring service with us, you are agreeing to accept the following terms:

100% Satisfaction Guarantee- We try our absolute best to ensure our service exceeds your expectations, however, we are humans and we make mistakes. If you are not satisfied with any area we have cleaned in your home, simply contact us within 24-hours after we've completed the service and we will come back and clean it again free of charge. The crew must be allowed to come back into the home within the next 2 business days after the first cleaning service has been done.

Insurance, General Liability & Tax Reporting- We carry a \$1,000,000 liability insurance policy. In addition, we hereby attest to our customers that RID collects and reports all employer-required taxes for the maid services to local, state and federal agencies protecting you from IRS tax-liability with respect to income our employees receive. We are covered by state coworkers compensation insurance for any injuries occurring inside and outside your home.

Canceling/Rescheduling Policy- You may cancel your scheduled service(s) by simply providing a **48-hour advance notice** to RID Property Services, Inc. To do this, you may reach our office via *call or text at 678-665-8811 Monday through Friday from 9am to 4pm or email us at saul@ridpropertyservices.com*. **If we do not receive 48 hour notice client may be charged a \$50 fee.** Also, if rescheduling causes a lapse in your cleaning schedule, RID may charge an extra fee depending on the time in between your last cleaning.

Security Alarms- RID Property Services is not responsible for turning off any alarm nor any police department fee that may be charged due to the alarm going off when our maids enter your home with permission. We ask that alarms are off on the day of service. RID can gladly notify client when our crew is done with the cleaning so they can turn alarm on after they leave.

Lock Out Fee- Client is responsible for providing maids access/entry to their home. If our maids cannot enter your home on the day of service, **a \$50 "lock out fee" may be charged.** Access to home may be a garage code, spare key, or client being home to allow crew in.

Pets "escaping" from the Home- We cannot be held accountable for pets that "escape" your property when our maids are entering/exiting your home. If your pet will be "roaming free" during the service, please let us know in advance, so that our maids can be on alert when they open doors. Our maids cannot touch, pick up pet feces, including emptying litter boxes.

Cleaning-Day Home Preparation- Your home cleaning quote is based on the maids focusing all the time at your home on cleaning, not “picking up” clutter. We ask that you take a few minutes before our crew arrives to “tidy up” to allow our maids easy access to the areas/surfaces to be cleaned; floors, countertops, tabletops, etc. and removing dirty dishes from kitchen sinks.

Dusting- Dusting includes knick-knacks, collectibles, stand-up frames and other small items. We dust items several ways using long extension poles, Swifter dusters and microfiber rags. If there are 7 or fewer small items on a shelf, we will hand dust them and place them back on the shelf. If there are more than 7 small items on a shelf, we may only dust the area where they sit to avoid damage or breakage.

Shower and Tubs- Shower and tubs can accumulate lime, calcium and soap scum. Our cleaning solutions work very well on cutting through these deposits, however, sometimes it may take two or three visits before showers and tubs become free of these deposits. We do not guarantee they will be at 100% but we do aim for 80-85%.

Damage or Breakage Disclaimer- RID Property Services, Inc carries insurance for damage or breakage caused by our maids due to negligence. We are not responsible for damage that is caused by normal wear, tear and/or improper installation of items. The following include but are not limited to:

- **Carpet/Rug Snags :** Carpet snags are the result of exposed loops caused by normal wear and tear, moving furniture, etc which are snagged by a vacuum’s roller brush.
- **Broken Blinds :** Clients should be aware that there are some inherent risks each time your blinds are cleaned. Blinds can become brittle from daily exposure to the sun, and strings/chords will weaken over time resulting in breaks.
- **Floors that are not sealed :** Our standard floor cleaner is safe and effective on sealed floors including marble, and hardwood. If floors are not fully sealed they are subject to water damage. **According to the National Wood Flooring Association, hard wood floors need a maintenance coat every 3 - 5 years.* RID is not responsible for any hardwood floor damage on floors that have not had a maintenance coat outside of the recommended time frames. **Proof of maintenance will be required if issue arises regarding floor damage.**

Payments for Services- Payment is due at the time our services are delivered. You may pay via check, cash or through our Venmo account (phone number- 678 665 8811)

Scheduled “arrival time” for Cleaning- When booking your service, we provide an estimated arrival time when the maids will arrive at your home. Actual time may vary due to unforeseen circumstances (traffic jams, weather, the maids needing extra time to finish cleaning a previous home, etc.) **If maids are expected to be late by 30 minutes or more, we will notify you.**

Quality Control and Inspections- In order to keep the quality of our work consistent, we do random home inspections when our crew members are at the client’s home. This means that

