

Cleaning Service Policies



1. Service Guarantee:

Our 24-hour satisfaction guarantee applies only to cleaning done on the day of service. If you notice any missed areas or unsatisfactory cleaning, we kindly request that you contact us via email within 24 hours, providing photos and a concise explanation, and we will return to your home as soon as possible to perform a free re-clean.

2. Client's Responsibilities:

We operate 7 days a week, with flexible scheduling. We are committed to providing you with exceptional cleaning services and leaving your house in immaculate condition. To ensure that we deliver the highest quality of service possible, we kindly request that you clear spaces of any items that may obstruct our work, such as loose paper, toys, or other objects. We kindly ask you to store away any sensitive materials and ensure all dishes are put away in their proper places. This will enable us to clean your home thoroughly. Furthermore, we kindly request you to have the following amenities available: running water with access to it, electricity with functioning lightbulbs throughout the home (cleaning cannot be performed in the dark), and air conditioning/heat for a comfortable working environment. If we arrive and your property is not equipped with the amenities mentioned before, we will leave, and you will be charged the full cleaning service amount. You must inform us if there are any aggressive animals present to avoid injury to our staff. You are responsible for ensuring your pets are secured or crated during the cleaning service. We also encourage you to notify us of any health conditions (e.g., allergies, asthma) or preferences for specific cleaning products.

3. Appointment Window:

We allow our cleaning professionals to arrive within a 2-hour window of your scheduled time to accommodate unpredictable traffic, parking, and other surprises.

4. What We Don't Clean / Do:

- Hand wash clothing, remove high levels of trash/debris, or use our vacuum on pet-soiled carpet.
- Clean hard-to-reach or high areas that are not accessible with our extension duster.
- Clean fully stocked refrigerators/freezers (We kindly request our client ensures the fridge is emptied before we arrive—our hourly rate (\$60) will apply if we need to spend extra time emptying & organizing it.).
- Guarantee the results of blind dusting.

- Empty diaper genies/diaper pails.
- We do not use homemade cleaning products or any cleaning products that are harmful or not approved for use in residential spaces.
- Move furniture, use anything higher than a 3-step stepladder, or wipe light bulbs & delicate glass fixtures.
- We do not provide deep cleaning for the walls.
- We do not descale shower heads, faucets, water dispensers, or other calcified buildup.
- Clean closets, unless performing a move-in/move-out clean.

5. Please Note:

- Beds will be made when clean sheets are provided.
- Complimentary disinfection of often-touched surfaces (doorknobs, light switches) is included with all cleaning services.
- Chandeliers, curio cabinets, or fine dishware cabinet dusting is not included in any service.
- Laundry or folding is not included in any service.
- Not included in any deep or standard cleaning: interior windows, interior fridge & oven, carpet cleaning, decluttering, tile and grout cleaning.

6. Payment & Charges:

We require a non-refundable deposit of 25% of the scheduled cleaning service fee. This deposit is applied towards the total balance of your cleaning service and is not merely a hold on your card. For example, if the cleaning service is quoted at \$200, the deposit will amount to \$50. This amount will be deducted from the estimated total, leaving you with a balance of approximately \$150. If you cancel after the deposit is paid, you will not be refunded. To ensure transparency and security, we do not accept cash, checks, Zelle, Venmo, or any direct payments to cleaners. We only accept debit and credit card payments for all services. When booking our cleaning services through our website, you accept a pre-determined price based on the square footage of the property, the scope of work, and our estimated time required. However, the final price may be subject to change if factors such as higher levels of dirt, cluttered spaces, special requests, or other unforeseen conditions increase the time or effort needed for cleaning. We will contact you via phone at the latest one hour before the scheduled completion of their initial cleaning to discuss any unforeseen circumstances. This will give you the choice to approve the additional time charged hourly at \$60 or adhere to the original estimate. We will never charge your card for any extra time without their explicit consent.

7. Cancellation Policy:

Cancellations or changes require 48 hours' notice. If you cancel on the day of the cleaning, an additional 50% fee will be charged, totaling 75% of the scheduled cleaning cost. A cancellation is considered same-day if it is made after 4 p.m. the day before the scheduled service.

8. Refund Policy:

No monetary refunds are provided.

9. Rescheduling Policy:

Rescheduling after the 48-hour window requires a new non-refundable deposit. This deposit will be applied to the next service but is non-refundable if you cancel again.

10. Distractions & Safety:

Our cleaning teams focus exclusively on cleaning services. We reserve the right to cease cleaning if other contractors are present or if our staff feel unsafe or threatened in any way.

11. Liability & Damages:

Resicom Mastery Cleaning is not responsible for any items left unsecured, nor for any damage to items that you have not disclosed as fragile or valuable. Resicom Mastery Cleaning cannot be held responsible for damage caused by unstable items such as pictures not hung securely, items with unstable bases, floating shelves, or improperly secured items. You are responsible for cleaning curio cabinets, figurines, glassware, and items of extreme or sentimental value. If an item is accidentally damaged during cleaning, we will reimburse you up to \$100 per item or the item's replacement cost with valid proof, such as receipts. You must notify us of the damage within 5 days of the incident. Any damaged item should be retained for inspection until the matter is resolved. If you have any concerns or disputes regarding the damage, we will work to resolve the matter in a timely and fair manner. You must save the broken item for inspection. You are kindly requested to notify us of any fragile or valuable items so we can take extra care. You understand that certain stained objects/material/items may need multiple cleanings.

12. Health & Safety Notice:

We reserve the right to refuse to perform the service if your property presents conditions that could pose a safety risk to our staff, including but not limited to extreme mold, infestation, hazardous chemicals, hoarding conditions, or rodents' infestation. You must inform us of any allergens, chemicals, or irritants present in the home that could potentially pose health risks to our cleaning staff. This includes, but is not limited to, any pets, mold, hazardous substances or the presence of any contagious diseases (e.g. Covid 19, HIV).

13. Privacy & Confidentiality:

We protect your privacy & do not share your personal info, except as required by law.

14. Force Majeure:

We're not liable for delays due to unforeseen events like natural disasters or extreme weather. In cases of severe weather conditions, including hurricanes, flooding, or any natural disaster, we reserve the right to reschedule the cleaning service without additional charges, if the situation is beyond our control.

15. Customer Feedback:

We encourage feedback within 24 hours so we can resolve any issues as soon as possible.

16. Dispute Resolution:

Any dispute arising out of or relating to this agreement shall first be submitted to mediation. Both parties agree to attempt mediation in good faith prior to seeking any legal remedy.

17. Non-Solicitation of Employees

You agree not to directly solicit, hire, or engage any employee or contractor of Resicom Mastery Cleaning for cleaning services outside of the scope of our business relationship. If you breach this provision, you will be subject to a fine of \$1,500 for each instance of solicitation or engagement. This fine is intended to protect our business interests and ensure the integrity of our employee relationships. You acknowledge that this clause is a necessary protection for Resicom Mastery Cleaning, LLC and agree to comply with it.

18. Additional Conditions:

Please provide any necessary security system codes and ensure the home is prepared for cleaning.

All payments are subject to applicable processing fees, which are included in the final amount.

During the cleaning service, we may take photos for internal use, including assessing the quality of our work. Additionally, we may use these photos on our website, social media, and marketing materials to showcase before-and-after results. By agreeing to our service, you consent to the use of these photos for marketing purposes. If you prefer that we do not use any photos of your property for marketing, we kindly request that you notify us in writing prior to the service. We will respect your wishes and will exclude any such images from our marketing materials.