



## EMAIDS SERVICE AGREEMENT

### Terms of Service

Please contact our office to speak with a friendly Customer Service representative who can assist you with any information regarding your service appointments. We ask that you contact the office and not the housekeepers regarding specific instructions regarding your cleanings. This will ensure that all information regarding your cleaning is thorough and up-to-date.

**The customer agrees to pay the price quoted at the time of the service-**you are required to book your appointment with a credit card unless invoicing has been approved. Your card will only be charged if Cash or Check is not given to the housekeeper. All bank charges due to Not Sufficient Funds (NSF) Check payments will result in a \$30 fee per check. A chargeback made by a customer will result in a \$50.00 fee and may result in the customer being sent to a Collections company if the dispute is not settled.

**eMaids accepts the following forms of payment:** Credit cards, Zelle, Venmo, Cash and Check. Please note that in states where maid services are a taxable service the tax must be paid regardless of payment method. **We always take your credit card for reservation purposes.**

**The client must allow us to enter the home at the scheduled appointment time-**There will be a fee in the full-service amount for any appointments missed due to inability to gain access to the home. Keys may be supplied to **eMaids** for convenient entry.

**Cancellation policy** – Please remember that you have until 1:00pm the day before to cancel an appointment at no fee, Therefore, if you need to change or cancel this appointment we ask that you please contact our office immediately. Otherwise you may incur a cancellation fee. Same day cancellations will result in a full fee charge.

**Deposits-**Occasionally, eMaids may require a deposit for certain jobs. If a deposit is necessary, clients will be notified in advance, and the details of the deposit amount and conditions will be clearly communicated. Deposits are typically requested for larger or specialized cleaning projects and all same day bookings. Failure to provide the required deposit may result in cancellation of the booking.

**Scope of work changes-**In certain circumstances, eMaids may request cleaners to take photos of the client's space if they believe additional time will be required to complete the cleaning. These photos help us assess and confirm the need for the additional time requested. **Clients will always be notified if the scope of work changes and if this will result in an adjustment to the rate.** These photos are never shared with anyone, and they contain no identifying information such as addresses or personal details. They are used solely for internal evaluation and quality control purposes.

**Damages**-While we treat your home with the utmost of care, accidents may occur where an item is broken or damaged. **Any items deemed irreplaceable by the customer (whether monetarily or sentimentally valued) or any items of greater value should be stored and not cleaned.** Any damages discovered should be reported to eMaid's within 24 hours of the service date. eMaid's reserves the right to contract suitable professionals to repair damages. eMaid's may make payment arrangements directly to its contractors to settle any damage repair. In the event that you request a housekeeper to perform a laundry service, you **MUST** give proper instructions regarding the care of the items laundered.

eMaid's is not responsible for any damage to an item due to improper installation of that item, or improper instructions given to the cleaner. If we are specifically instructed to clean inside of a hutch/china cabinet, outside of any computer equipment, or wash dishes, then the client agrees to not hold eMaid's or any employee responsible for damage to any item or component.

**Happiness Guarantee**-your satisfaction is guaranteed. In the event a customer finds a service to be dissatisfactory to their standards, we will send a cleaner back to the home to complete the items on the checklist that were underperformed. The complimentary return service will only include those items deemed unsatisfactory AND must be reported within 24 hours of the service date. Refunds are not granted. Additionally for quality control purposes we may advise the cleaner to take before and after photos. These photos are kept strictly confidential and are purely to ensure the quality service we guarantee.

**Cleaning Products**- eMaid's will be providing the basic cleaning supplies needed to clean your home. If you have a preference for certain products to be used in your home, you are welcome to provide it to the housekeeper at the start of the job.

**Safety**-Employees are not to lift anything over 20 pounds. The location of any firearms should be disclosed. For the safety of an employee, they have been instructed to never open the door while in a customer's home, with the exception of an eMaid's manager/ representative.

eMaid's reserves the right to remove its employees from your home should the environment become unsafe, our cancellation policy will apply.

#### **Valuables.**

Please safely secure heirlooms and collectibles prior to cleanings. Please advise of fragile items (and their care) in special account instructions.

**Field Managers/Training Managers**-Field Managers or Training Managers may enter your home to make follow-ups on cleaners or for training purposes. In doing so eMaid's can remain confident that we are meeting our goal of complete customer satisfaction.

**Pets**-Please disclose if pets are at the location, also any instructions on how they should be handled, for their safety as well as ours. eMaid's is not responsible for cleaning out litter boxes or any messes due to ill pets.

**Employee Solicitation**-eMaid's clients may not solicit any eMaid's employee to be contracted or employed by you or your affiliations for cleaning, or assistant services of any kind, legally, illegally, or on

a cash basis. A referral fee of \$3000 will ensue, if you would like to hire or contract one of our employees. Please note that you are not to exchange contact info with an employee. Please contact our office regarding all matters.

**Terms and Conditions** of this agreement may change at any time, upon reasonable notice to the customer.