



Home Clean Home, LLC  
3904 N. Druid Hills Rd. #322  
Decatur, GA 30033  
770-450-5955  
[www.ilovehomecleanhome.com](http://www.ilovehomecleanhome.com)

## Terms of Service

Home Clean Home, LLC (“management”, “our”, “we” and “us”) will continue to provide its services to you for as long as you continue paying for its services. Either you or Home Clean Home, LLC may terminate its services at any time.

### WEBSITE

We encourage you to review information posted on our website ([www.ilovehomecleanhome.com](http://www.ilovehomecleanhome.com)) as it will acquaint you with our procedures and policies. Any information on our website may be updated periodically and without prior notice.

### SCHEDULING

We will endeavor to keep our cleaning visits on the same day of the week. However, no specific day or arrival time is guaranteed indefinitely. At times, scheduling and logistics may require us to change the day and/or arrival time. If so, we will give you advance notice and work out the schedule with you to the best of our ability.

### LOCKBOX OPTION

If normally no one will be home when our workers arrive, we can provide and install a **lockbox free of charge**. This provision safely keeps a key on your premises while allowing access to our workers. 4-dial combination lockbox, of zinc alloy and heavy-duty steel, weather-resistant, holds up to 5 keys. (4.3 x 3.1 x 1.6 inches). We will be happy to set the code of your choice. Lockbox installed on a wood surface; location will be consulted with you. If no suitable wood surface is available, we can provide a portable lockbox (as used by realtors) and install it on a railing or doorknob. The lockbox is yours to keep when you sign up for recurrent cleanings.

If installing a lockbox or hiding a key are not viable options, you may entrust us with a key to your home. Home Clean Home will be responsible for safekeeping the key or keeping the entry code strictly confidential. If you provide us with a key, management will label it with a cipher (to conceal your name) and keep it in a secure location. Your address will never be on the label.

### CANCELING A CLEANING VISIT

We understand that there may be a time when you need to cancel a cleaning visit. Of course, our workers rely on servicing a regular schedule of homes to earn their living. Out of fairness to our workers, we require that you provide us 2 days' notice of canceling a cleaning visit. *If we receive less than 2 days' notice of cancellation or if our workers arrive at your home and are not given access, you still will incur the full charge for that week's cleaning.* An exception would be granted if we determine there was a genuine emergency. Alternatively, you may be able to

reschedule the cleaning. Although there is no guarantee that our schedule will permit to do so, we will try our best to accommodate you.

### **INITIAL CLEANING VISIT**

In most cases, the initial cleaning visit will take longer than usual. On the initial visit your home's layout will feel foreign to our workers; hence it is normal for them to develop a smoother workflow after a few visits. Because size and existing conditions differ from one residence to another, every cleaning detail may not be reached on the initial visit. In some cases, it may take 2 or 3 cleaning visits to bring a residence up to speed.

### **PETS**

Since we don't know how your pet (especially dogs) will behave towards our workers, as a general policy, we respectfully request that your pet is secured for the time our workers are in your residence. However, if you will be present as our workers continue visiting your home it will be easier for your pet and our workers to become familiar with each other. Provided that your pet is well-behaved towards our workers, we may make an exception to this policy. Please note that we cannot be responsible for cleaning pet bodily waste.

### **PAYMENT**

Payment is due on the day of cleaning. Late payments will incur a \$30 late fee and we will not schedule the next cleaning visit until the outstanding amount is paid. We accept checks, Cash App and PayPal. If paying by check you may 1) write a check payable to **Home Clean Home** and leave it for our workers to find in the same place or 2) set up Bill Pay on your bank's website or app. For details about Bill Pay, Cash App or PayPal please review "Payments" at [www.ilovehomecleanhome.com/faq](http://www.ilovehomecleanhome.com/faq).

### **MISCELLANEOUS**

If you are not fully satisfied with our work please inform management and we will return the next day or sooner to clean that spot or area to your satisfaction at no charge. Price quoted is subject to change as circumstances or work demands change and may be renegotiated in writing between management and you. We are not responsible for washing dishes or doing laundry. We may move light chairs while cleaning but not furniture in general. If you would like for us to clean behind furniture or a large appliance, you may move it and we will be happy to clean behind it. Cluttered areas will be left undisturbed. Reasonably minimizing cluttered surfaces on your end will allow a more effective cleaning. For insurance reasons, we may stand on no more than a step stool to reach higher. Additional cleaning needs not listed in our Recurrent Service Description (at [www.ilovehomecleanhome.com/services](http://www.ilovehomecleanhome.com/services)) must be discussed with management and may incur an extra charge.