



General Limits, Conditions and Release of Liability

Name: _____

(Hereinafter French Maids Llc may be referred to as FM)

Please _____ Initial each of the following items, sign and date the last page.

100% Satisfaction Guarantee - Our goal is to clean your home thoroughly using our high standard of expectation that you are accustomed to. We appreciate feedback, it always lets us know how we can improve and we use that information during our training sessions with our maids. If you are not happy with any area we have cleaned, simply contact the office within 24 hours and we will come back and re-clean it no additional charge. The maids must be allowed to come back into the residence within the next 2 business days. Please be aware that some items such as showers, sinks, floors, and other deep cleaning items may take a few scheduled times of cleaning for the area to be thoroughly cleaned depending on the condition of the area.

Insurance, General Liability & Tax Reporting - We carry a \$1,000,000 liability insurance policy and a \$2,000,000 aggregate. In addition, we hereby attest to our customers that FM collects and reports all employer-required taxes for the maid's services to local, state and federal agencies, protecting you from IRS tax-liability with respect to income the maids receive. All maids are covered by Erie Insurance workers compensation insurance for any injuries occurring inside or outside of your home.

Security Alarms - FM is not responsible for any charges from a local police department which is called out due to an activated alarm which we are not able to turn off.

Pets escaping from the home - We cannot be responsible for pets that escape when our maids are entering/exiting your home. If your pet will be roaming free during the clean, please let us know in advance, so the maids can be on the alert when they open doors. Our maids are trained to close doors as soon as they enter and exit your residence and will not leave doors open for long periods of time. If the homeowner's pet is permitted to go outside while the maids are cleaning, let the FM know. The customer will be contacted immediately should a pet escape or not return to the home when the maids are ready to leave.

Pet feces and urine - Our maids cannot touch or pick up pet feces, including emptying litter boxes for health reasons. Urine stains on hardwood floors will be mopped by our maids, but please understand that if urine has soaked into wood, the discoloration (stain) may not come out and a flooring specialist should be contacted at the homeowner's discretion. Maids will not scrub urine stains out of carpets, etc., a professional carpet cleaner must be contacted for this type of service.

Cleaning Day Home Preparation - The cost for cleaning is based the how long it will take to complete the tasks in your home that were agreed upon at your initial estimate. It is imperative that the maids focus all of their time and energy on the general and deep cleaning items listed on the work order, and not on picking up extra clutter. We ask that you take a few minutes the night before a scheduled service to tidy up, allowing the maids easy access to the areas and surfaces to be cleaned (ex. floors, counter tops, table tops, etc. and removing dirty dishes from kitchen sinks). If you'd like our maids to do these tasks, please call the office in advance so the cost may be adjusted for the additional cleaning time allotted.

Cleaning Supplies - Our maids bring the tools and products needed to thoroughly clean your home. Should you prefer to supply your own cleaning products or solvents we are not responsible for any damage or unforeseen result associated with that product or solvent. Please notify the office in advance by emailing or mailing the product list to the email listed at the bottom of this page, so we can review the Material Safety Data Sheets and discuss the product use with the maid(s) that will be cleaning. Please note that we maintain our equipment on a daily basis. If a maid is going to use your equipment, they are not responsible for any damage to the equipment or damage caused by the equipment and must be shown how to operate the equipment by the owner. If we use a product that you do not think is cleaning well enough such as the floor, shower, etc., please contact the office immediately after your scheduled cleaning, as we have several options for very specific floors, furniture, counter tops, etc. The MSDS Sheets for our products are available upon request.

Dusting - Our maids take pride in dusting your place. Our tools and techniques allow us to remove most of your place's dust in a reasonable amount of time and effort.

- During the dusting process, some dust becomes airborne and will not settle until we have left. This is very common in first time cleanings and it may take several visits before settling dust becomes minimized.
- New construction or remodeling in the home or business retains drywall dust, saw dust, debris and other construction particles settled in the heater and air conditioning vents, duct work, grills, and fireplaces etc. Undeniably, as soon as the air/heat gets turned on, there will be more dust particles released throughout the house/business. Please consider this likely scenario and take precautions to reduce this situation for a more effective cleaning process. FM Llc is not responsible for dust coming out of the duct work after we have cleaned on a scheduled day. But, we will gladly come back and clean again for additional fees until the dust is under control.

- We dust small items based on the size and the number of items on a shelf or flat surface like a mantel. If there are 10 or fewer small items on a shelf we will hand dust them and the surface below and return the item to the shelf. If there are more than 10 items per shelf we will dust the items where they sit and the surface around them as best we can.
- We are not able to dust items on shelves or hung on a wall that are higher than a maid can reach standing on a 2 step stepladder. We use extension poles to high dust rooms but, we will not high dust items that may tip over or is hung on the wall as we are not able to hold the item(s) with one hand in order to secure it while cleaning. We will readily discuss the limitations of our safest cleaning capabilities at any time.

Showers and Tubs - Showers 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 to three visits before showers and tubs become free of these deposits. Mold and mildew are organic and will grow deep into and behind grout or caulk. Surface stains will be minimized by our cleaning products, but completely eliminating it may require the homeowner to have their shower re-grouted or re-caulked.

Use of Homeowner's Vacuum - If you request our maid(s) to use your vacuum or other cleaning equipment, we will not assume or accept any liability for possible damage to the equipment. Since we are not responsible for maintenance or training with the equipment, we will not be responsible for any subsequent repairs.

Damage or Breakage - Our maids exercise reasonable care when cleaning. We do carry insurance for damage or breakage caused by our maids. We are not liable for damage that is caused by "normal wear and tear", improper installation of an item(s), or artwork, collectibles or family heirlooms valued over \$200 and that is not disclosed during the time of the estimate appointment. If any damage or perceived damage is noticed after the maids have left, the customer must notify FM within 24 hours of any problem that may have occurred at the address during that day and time of the scheduled cleaning. FM will do its best to resolved the problem and come up with a reasonable solution.

These items include but are not limited to the following examples:

- **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. We use Shark professional vacuums that are set to industry standards (which cannot be adjusted). In order to limit snags or fraying, we will try our best not to go near the bad areas of carpeting/rugs.
- **Broken Blinds** - Customers should be aware that there are some inherent risks each time your blinds are cleaned. Blinds will become brittle from daily exposure to the sun and aging, and strings/chords will weaken over time resulting in breaks.
- **Improperly hung pictures/decorations/mirrors** - If these items are securely/properly attached to the wall, they should not fall when the item is dusted/wiped.
- **Artwork, Collectibles or Family Heirlooms valued over \$200** - These items are expensive and/or impossible to replace. In that case, we will **not** take the risk of cleaning such items. During our new client estimate, we ask our customers if any of these items are in the home so we can avoid cleaning them unless the customer wants to sign a waiver of liability for any possible damage(s). It is the customer's responsibility to inform, in writing, FM of any new item(s) brought into the home that fall into this category.
- **Woodwork, Vintage/Antique Wood Furniture, Un-finished & Furniture with Special Instructions** - Please let FM know during your estimate if your woodwork, wooden furniture or vintage wooden furniture is not sealed or is made of another material other than actual wood, for instance, laminate. Please discuss your furniture care needs with specifications as per item if they need special attention in anyway. We typically use Murphy's Oil Soap in a bucket of warm water for heavier duty cleaning occasionally. We also use professional grade multi-purpose cleaning for regular dusting purposes, but we do have other furniture polishes more suitable for unsealed wood furniture and older furniture that has been polished over time. We also use feather dusters and dry microfiber cloths for dry buffing pieces not needing polish or needs cleaning regularly. If you would like to supply your own cleaning product(s) for your specific piece(s) of furniture, leather furniture, pianos, etc., please notify us via email or mail of the preferred product(s) you will provide us with. Send us a list of your own cleaning supplies so we can be able to get the MSDS sheets and specifically educate and train our maids on how best to use your products. We do not take responsibility for any damages done to furniture because we were not informed or mis-informed of the furniture needs and cleaning of it by the customer prior to the cleaning job.

Payment for Services - Payment is due at the time of your scheduled service upon its completion, unless a separate agreement is set up with FM. You have the options to pay either by check or Auto-Debit credit card.

Refunds - Since cleaning is a very personalized and a subjective service, refunds are given at the discretion of the owner, Gisele. If you are not happy, we will come back and re-clean any areas at no additional charge according to our 100% Satisfaction Guarantee or we may offer you a free deep cleaning option for your next scheduled cleaning time. Partial refunds will only be permitted if the dispute cannot be settled upon by a re-cleaning or a one-time deep clean arrangement and shall be resolved at the discretion of the owner, Gisele.

Service fee for returned checks - Checks returned for non-payment, (insufficient funds, closed account, etc.) will be charged a \$30 returned check fee in addition to making good on the payment-in-full for services rendered.

Scheduled Arrival Time for cleanings - When scheduling your cleaning, we provide an estimated arrival-time when the maids will arrive at your home. *Actual arrival time may vary* due to unforeseen circumstances (traffic jams, Erie-weather, the maids needing extra time to finish cleaning a previous home, etc.). If maids are expected to be late by 1 hour or more, FM will notify you.

Lock-Out Fee - You are responsible for providing maids access/entry to your home. If our maids cannot enter your home, a \$40 lock-out fee may be charged.

Providing Keys and Entry Codes to FM - For your convenience and to ensure our teams access on your scheduled cleaning day, most customers provide us a spare key or an entry code. All keys are numbered and kept in the FM's key-safe when not in use. If you change the locks or if you change the code to your home, please contact the office immediately so a new key or code can be issued before the next scheduled cleaning.

Scheduling Changes - Please let us know as soon as possible if you need to reschedule or cancel a cleaning appointment. Ideally, if you could provide us with 2-3 weeks advance notice of any scheduling changes, it gives us an opportunity to fill your scheduled space with other homes that requested to be cleaned. During the holidays, FM will contact customers with options to change the regular scheduled cleaning to a different day via email usually. Please respond to those emails as quickly as possible. Scheduling changes can result in the following: Price changes – The cost of recurring service(s) are based on the frequency between cleanings and/or the time originally allotted cleaning as in your estimate.

We have 5 recurring price categories:

- Weekly (Once a week)
- Bi-Weekly (Every two weeks)
- Tri-Weekly (Every three weeks)
- Monthly (Every four weeks but not more than 5 weeks between cleanings)
- Occasional (Six weeks or more since the last cleaning)

Rescheduling your cleaning can result in the cost of your service being **less than, more than** or the **same as** your last cleaning. Time will be considered for vacations when the home is not occupied.

1. Example 1: a bi-weekly customer who skips a cleaning, creates a four week interval between visits and the applicable (higher) monthly rate will apply to the next cleaning.
2. Example 2: a bi-weekly customer who requests an additional cleaning in between scheduled visits would be charged the applicable (lower) weekly rate for the next 2 cleanings as there will be a one week interval between both cleanings.
3. Example 3: a monthly customer who skips a cleaning one month or more will be charged a higher fee similar to the first time cleaning fee as all of the deep cleaning plus general cleaning will need to be completed and may need additional maids to complete the tasks in the allotted time.

DIFFERENT MAID(s) TEAM – We do our best to send the same maid(s) to your home each time. Depending on how many homes are scheduled that day, we may need to send additional maids or another maid(s), especially if you have rescheduled your cleaning.

NO AVAILABILITY – It is our goal to meet every cleaning request, however cleaning dates do book quickly. The best way to reserve an alternative date is to contact FM as soon as possible.

Fee for Cancellation/Reschedule with less than a 24-hour notice to FM (814) 602-9257.
A job cancellation or reschedule with less than a 24-hour advance notice in regular business days by the customer to the office is subject to a charge of half of the original service fee up to \$100.
We understand that last minute cancellations can occur but your cooperation and quick notification will ultimately to keep our prices low for customers.

Additional Fee(s) for additional time needed to clean the residence - When estimating your fee, we schedule maids who are trained to clean efficiently and thoroughly in an allotted time. There may be an occasion where our maids need more time to complete the specific cleaning you require.

A few examples include:

- The condition of your home is different than what you represented when we performed your estimate.
- Excessive dirt/dust/stains resulting from remodeling/construction, post-party cleanup, etc.
- Additional rooms needing cleaned for guests

If a particular cleaning job requires more than the allotted time to finish due to various situations mentioned above or any other unforeseen matter, we will attempt to contact the customer by phone, text and/or email before we start the cleaning job.

If we are unable to reach the customer by phone we will work up to the allocated time we initially agreed upon.

We will never charge you more for your cleaning without your prior consent.

Please notify FM prior to your next scheduled cleaning, if there is going to be any additional cleaning or instructions needed to get the job done to your instructions. If additional time is repeatedly needed for your normal recurrent cleaning days, we would need to implement a change in your regular charges.

Quality Control and Inspections

Audits and Inspections - FM on occasion, randomly inspects and evaluates our maids cleaning proficiency. The inspector may appraise the cleaning of your home either after a scheduled cleaning is completed, when the maids have left, during the final phase of cleaning or during the entire cleaning job.

We use your feedback - Receiving customer feedback is important to a successful maid service relationship. Please respond to the feedback emails we send to provide appreciated insight on your cleaning experience. This helps us monitor the performance of your maids and deliver the highest quality cleaning in the industry and ensures all of our maids are trained to our high standards.

Occasionally, we ask to use a customer comments for our website, social media sites, brochures and/or flyers. We will always ask for your permission before using your information other than for training purposes. We also appreciate if you take the time to write comments on Angie's List.

Pictures of before and after work - From time to time our Quality Inspection will include taking before and after photos of our maids work. These pictures are used for training, proof of our work performance and promotion of our high quality standards. If you do not want pictures taken of work areas in your home please notify FM. We will always ask your permission before using any photos of your home on our website, social media sites, brochures and/or flyers.

Non-solicitation of FM employees

When entering into an agreement for services with FM you agree not to solicit for hire any staff member introduced to you by FM for any home-related services. We spend a lot of time and resources finding, interviewing, checking references and backgrounds, and training our maids. When hired, they sign an agreement barring them from performing any home related service for any of our past or present customers. However, if you do wish to employ a staff member directly please discuss this matter with the owner, Gisele. If you are found to have solicited one of our staff, please be advised that our referral/training fee is \$2,500 per hired employee. We consider our employees our most valuable asset and charge accordingly.

Payment in full is due immediately upon receipt of the invoice/statement.

Privacy Statement

French Maids LLC is committed to protecting the privacy of customers. We will not sell, exchange or otherwise distribute your personally identifiable information to outside parties.

In witness to this agreement to these terms as stated above, the Client and Contractor affix their signatures below:

Client's Signature

Date

Contractor's Signature

Date
