



REDONDO CLEANING & SERVICES TERMS & SERVICE AGREEMENT

OUR PHILOSOPHY

At Redondo Cleaning & Services, we are committed to delivering reliable, high-quality cleaning services with professionalism, care, and attention to detail.

Our policies are designed to create a clear, respectful, and consistent experience for both our clients and our team. By outlining expectations upfront, we ensure smooth service, mutual understanding, and long-term satisfaction.

1. SERVICES PROVIDED

We offer customized residential and light commercial cleaning services, including:

- 1 One-Time Cleaning
- 2 Recurring Cleaning (weekly, biweekly, monthly)
- 3 Deep Cleaning
- 4 Move-In / Move-Out Cleaning
- 5 Light Commercial Cleaning
- 6 Custom Cleaning

Each service is performed in accordance with the scope agreed upon at the time of booking.

Important:

- 1 Only services requested at booking will be performed

- 2 Additional services must be requested in advance
- 3 Same-day add-ons are not guaranteed and may not be completed

2. SCHEDULING & APPOINTMENTS

We do not require long-term contracts. Clients may schedule services as needed.

However:

Appointment times are arrival windows, not exact times

Cleaning duration may vary based on:

- Size of the home
- Condition of the home
- Level of buildup
- Requested services

We reserve the right to adjust scheduling, if necessary, due to:

- 1 Traffic delays
- 2 Weather conditions
- 3 Previous job conditions

3. ACCESS TO PROPERTY

Clients are not required to be present during service.

However, clients must provide all necessary access information before the appointment, including:

- 1 Entry codes
- 2 Lockbox instructions
- 3 Alarm instructions
- 4 Gate access
- 5 Any special instructions

If access is not provided:

- 1 The appointment may be canceled
- 2 A \$50 lockout fee may apply

4. SAFETY & WORKING CONDITIONS

To maintain a safe and efficient work environment:

1. Clients must inform us of any pets in the home
2. Pets must be secured during the cleaning
3. Aggressive or unsafe animals must be contained.
4. Cleaning does not include areas not reachable with a 2-step ladder provided by the client.
5. We also do not perform heavy lifting to avoid property damage. Any heavy furniture must be moved in advance so our cleaners can properly access and clean those areas.

We do not clean:

- 1 Biohazards
- 2 Bodily fluids
- 3 Pet waste or contamination
- 4 Infestations or hazardous environments

Clutter Policy:

- 1 Excessive clutter may limit the scope of cleaning
- 2 We will clean around items, but do not organize unless requested

5. CLEANING PRODUCTS & EQUIPMENT

We provide all professional-grade cleaning products and equipment.

These may include:

- 1 Disinfectants

- 2 Bleach-based solutions
- 3 Surface cleaners
- 4 Floor treatments
- 5 Specialty cleaning products

CLIENT-SUPPLIED PRODUCTS POLICY

If the client prefers specific products or requests the exclusion of certain chemicals:

- 1 The client must provide all requested products before service
- 2 Products must be clearly labeled
- 3 Products must be safe and appropriate for surfaces

We reserve the right to decline any unsafe or ineffective product.

If no products are provided, we will proceed using our standard supplies.

SANITATION REQUIREMENT

Each bathroom must have its own designated toilet brush provided by the client.

Please have the kitchen trash bagged so it can be easily removed from the home during your cleaning.

6. PROFESSIONAL CONDUCT & CLIENT NON-SOLICITATION POLICY

To protect our business and employees,

Clients agree not to directly or indirectly:

- 1 Solicit or hire our employees outside the company
- 2 Offer private or "side work
- 3 Request for off-schedule services
- 4 Exchange personal contact information for outside work. All services must be arranged through Redondo Cleaning & Services.

This ensures:

- 1 Insurance coverage
- 2 Quality control

- 3 Employee protection
- 4 Professional standards

Violations may result in:

- 1 Immediate termination of services
- 2 Refusal of future services
- 3 Legal action if necessary

6. PAYMENT TERMS

We accept:

- 1 Cash
- 2 Zelle
- 3 Venmo
- 4 Debit / Credit Cards

Payment schedule:

- 1 All service types are charged upon completion of the service.

7. CANCELLATION & RESCHEDULING POLICY

We require at least 48 hours' notice.

Late cancellations: May result in a \$50 cancellation fee

This is because your time slot has been reserved.

8. Photo Policy:

Yes, we may take before-and-after photos for quality control and training purposes. We respect your privacy and do not share any images publicly without your permission.

With your approval, photos may also be used for marketing purposes.

9. LOCKOUT / NO ACCESS POLICY

If we cannot access the home:

- 1 Service may be canceled
- 2 A \$50 fee may apply

10. SATISFACTION POLICY

We strive for high-quality service on every visit.

If something is missed:

- 1 Clients must notify us within 24 hours
- 2 This allows us to review and improve

Important:

- 1 We do not offer refunds
- 2 We focus on service quality and improvement

11. DAMAGE POLICY

We treat every home with care and respect.

If damage occurs:

- 1 Must be reported within 24 hours
- 2 We will review and determine a resolution

We are not responsible for:

- 1 Pre-existing damage
- 2 Fragile or improperly secured items
- 3 Normal wear and tear

12. PRICING & ESTIMATES

Pricing is based on:

- 1 Square footage

- 2 Condition of the home
- 3 Types of service
- 4 Add-ons requested

Important:

- 1 Quotes are estimates
- 2 Final price may adjust if the condition differs significantly

13. SERVICE AREAS

We proudly serve:

- 1 Johnston County
- 2 Wake County
- 3 Harnett County
- 4 Sampson County
- 5 Cumberland County

14. AGREEMENT & ACCEPTANCE

By scheduling or receiving services from Redondo Cleaning & Services, the client:

- 1 Acknowledges all terms
- 2 Understands all policies
- 3 Agrees to all conditions