

Terms and Conditions

These terms and conditions constitute the full and complete service agreement (the "Agreement") between you (the "Customer") and Exclusive Quality House Cleaning, LLC ("Service"). Please take some time to review this Agreement.

Cleaning services

Subject to the terms of this Agreement, Exclusive Quality House Cleaning, LLC agrees to provide domestic, end of tenancy, move in, to the Customer at an address specified by the Customer (the "Premises"). 2. The Service will be for such cleaning duties as agreed with the Customer at the time of booking. 3. Exclusive Quality House Cleaning, LLC will provide one or more cleaners (the "Cleaner") to attend the Premises to provide the Service at a time and date mutually agreed between Exclusive Quality House Cleaning, LLC and the Customer (the "Service Time"). 4. Exclusive Quality House Cleaning, LLC endeavor to provide the Service faithfully, diligently and in a timely and professional manner. 5. For Services such as End or Pre-tenancy cleaning, move in, or spring/deep cleaning Exclusive Quality House Cleaning, LLC can provide cleaning materials and equipment's (upon request and subject to additional charge). All cleaning equipment's are safe and in full working order. 7. If any estimate is given on how long it will take our cleaners to do the job, this is only an estimate based on the average time it takes to clean a home of similar size. It is difficult to estimate precisely how long the job may take and a degree of flexibility may be required. 8. Our acceptance of your booking brings into existence a legally binding contract between us. 9. Exclusive Quality House Cleaning, LLC will advise all Cleaners to keep clients keys safe at all times and to not keep the Customers address attached to them; although Exclusive Quality House Cleaning, LLC does not take responsibility for any loss or damage should this occur. Exclusive Quality House Cleaning, LLC will endeavor to make every reasonable effort to replace your keys. 10. Exclusive Quality House Cleaning, LLC will notify the Customer 24 hour of their schedule service, and 30 minutes prior of the schedule services as reminder.

Satisfaction Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with any the standard of service provided by the Cleaner, Exclusive Quality House Cleaning, LLC will make every reasonable effort to make it right. Please contact the office as soon as possible during our normal business hours within 24 hours.

Additions and amendments binding

Before entering in this Agreement, the Customer and Exclusive Quality House Cleaning, LLC will agree the per hourly rate or per service requested fee. Any changes to the Service to be provided must be agreed by Exclusive Quality House Cleaning, LLC prior to the Service Time. 2. If the Customer requires any additional services or variations at the time the Service is being performed, the Customer must first contact Exclusive Quality House Cleaning, LLC by telephone. The Cleaner is not authorized to agree to any changes to the Service being provided. The Customer must not request such changes directly from

the Cleaner. 3. If the Customer want to change the hours/days of the Service the Client should contact Exclusive Quality House Cleaning, LLC immediately by telephone 24 hours prior.

Customer representations and warranties

The Customer represents and warrants that:

It will provide a safe working environment at the Premises for the Cleaner to perform the Service; 2. The Cleaner will have unencumbered and unobstructed access to those areas of the Premises requiring the Service; 3. It will provide the Cleaner with access to all services and utilities (including hot and cold water, electricity) as required by the Cleaner to provide the Service; 4. The client agrees to behave nicely to the Cleaner and to treat her/him with respect;

It will advise Exclusive Quality House Cleaning , LLC prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime at the Premises; 6. It is authorized to use the Premises and obtain the provision of Service; 7. If the Customer requires the Cleaner to clean behind or under any heavy items (e.g. a fridge, bookshelf, or other furniture), it will move those items prior to the commencement of the Service; and it will secure or remove any fragile, delicate, breakable or valuable items, including cash, jewelry, works of art, antiques, or items of sentimental value prior to the commencement of the Service. 8. Fridges and Freezers must be thoroughly defrosted before cleaning can start. Kitchen cupboards must be emptied before cleaning can start. They will not be covered by the terms if this is not the case. Ovens must be in a condition that will enable thorough cleaning with standard professional chemical products. 9. We will do our best to make sure your electrical appliances, microwave, oven, fridge/freezer, are cleaned to a high standard. However, if they have not been cleaned since they were purchased we won't be held liable for ingrained dirt that cannot be shifted using standard professional chemicals. 10. The Customer agrees to inform Exclusive Quality House Cleaning, LLC for any change of house/flat alarm code or key changes in advance; 11 Pets: Exclusive Quality House Cleaning, LLC requires that all pets are secured for the safety of our teams and your pets. We also request that you pick up after them prior to our arrival.12. A \$25 nonrefundable charge (no refund) appears for you if the Customer does not contact Exclusive Quality House Cleaning, LLC within 24 hours to cancel or reschedule the service. 13. Customer understand that if the Cleaner arrives at their home and are not able to enter to clean the home, due to the customer late arrival to open the home or has no access, the cleaner has the right to depart from the home and reschedule or cancel the service. A \$25 fee may be applied in such event.

Health and safety risks

The Cleaner is entitled to undertake a job safety analysis before the commencement of any work to assess the health and safety risk at the Premises; 2. The Cleaner may, either before or during the provision of the Service not use or cease using any materials or cleaning equipment provided by the Customer if 3. The Cleaner thinks, in their absolute discretion, that the use of such materials or cleaning equipment poses a risk to health and safety. 4. The Cleaner may, either before or during the provision of the Service not provide or cease the provision of the Service where carrying out the Service presents, in the absolute discretion of the Cleaner, a risk to health and safety.

No engagement of cleaners

The Customer acknowledges Exclusive Quality House Cleaning, LLC invest significant resources in recruiting, selecting and training its Cleaners. Unless Exclusive Quality House Cleaning, LLC give prior written permission, the Customer must not, directly or indirectly, engage, employ or contract with any Cleaner to provide domestic services to the Customer or any associate of the customer for any period during which services are provided by Exclusive Quality House Cleaning, LLC or for a period within 12 months after the conclusion of any Service. 2. The Customer acknowledges that Exclusive Quality House Cleaning, LLC may suffer loss and damage, including, without limitation consequential loss, as a result of a breach of this clause by the Customer. 3. The Customer acknowledges that have to pay Exclusive Quality House Cleaning, LLC the amount of \$2,000 if employ the Cleaner direct or indirect within 12 months after the conclusion of the Agreement. Exclusive Quality House Cleaning, LLC keeps the rights to start legal procedure against the Customer.

Job quotations

The actual price payable by the Customer is calculated on the total number of hours worked by the Cleaner or service performed. 2. Any price quoted by Exclusive Quality House Cleaning, LLC is an estimate only based on Exclusive Quality House Cleaning, LLC experience, without inspection, and based on information provided by the Customer. Subject to this clause, quotes are valid for a period of 30 days from the date of the quote. 3. If at the commencement or during the course of providing the Service, it is apparent that the actual cost of the Service will exceed the quote provided by Exclusive Quality House Cleaning, LLC, Exclusive Quality House Cleaning, LLC will inform the Customer with the option to pay an increased fee to complete the Service, or pay the quoted amount without the Service being completed. 4. The Customer must inform Exclusive Quality House Cleaning, LLC whether any cleaning services required are for an 'end of tenancy' at the time of quotation. 5. The Customer must inform Exclusive Quality House Cleaning, LLC if any new additions or remodeling are perform to the Customer home. 6. If our cleaners need to collect keys from a third party's address outside the postal code of the premises where the work is to be carried out then a \$20.00 charge may apply.

Bookings

Our cleaning service may be ordered by telephone, e-mail or online and you agree to be bound by these terms and conditions. 2. At the time of booking the Customer must provide details of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime located at the Premises; 3. Exclusive Quality House Cleaning, LLC provide all quotations at the time of booking, quotation may be sent via email to the Customer (if email address is provided) or personally provided to the customer; 4. Exclusive Quality House Cleaning, LLC reserve the right not to accept a booking for any reason. 5. These terms and conditions shall be governed by the relevant Texas state law, and by agreeing to be bound by them the customer agrees to terms on this agreement. Exclusive Quality House Cleaning, LLC reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Please check the website for updates. 6. Domestic Cleaning: A minimum of 1 hours per cleaning visit applies.

Payment terms

The Customer agrees to pay the price quoted by Exclusive Quality House Cleaning, LLC. 2. The cleaners will be paid by Exclusive Quality House Cleaning, LLC; 3. We accept the following payment methods from The Customer: We accept debit or credit card (subject to additional charge). We can accept cash in limited cases and only after the authorization by Exclusive Quality House Cleaning, LLC; 4. Exclusive Quality House Cleaning, LLC will not share the Customer's card details with a third party. 5. The Client's agrees and authorizes Exclusive Quality House Cleaning, LLC to charge any outstanding amount owed to Exclusive Quality House Cleaning, LLC with regards to the cleaning services provided; 6. Exclusive Quality House Cleaning, LLC prepares invoices on the end of each services rendered. 8. Customer's refunds will be made every end of the month via original method of payments 9. Exclusive Quality House Cleaning, LLC reserves the rights to charge the Customer non-return checks fee; 10. Exclusive Quality House Cleaning, LLC reserves the rights to stop with immediate effect the cleaning services provided to the Customer in case of no payment received or delayed payment. 11. The keys are returned within five working days after the invoices have been paid in full.

Non- Payment

Exclusive Quality House Cleaning, LLC will collect any outstanding monies owed to us. If as a result we have to use a debt collecting agency or county court to secure payment, you agree to pay any debt collecting agency fees, court fees, legal cost, or interest that will occur due to the result of nonpayment of your outstanding bill.

Non-appearance

If a Cleaner fails to attend the Premises within 1 hour of the Service Time, not notified Exclusive Quality House Cleaning, LLC or the Customer and does not provide the requested Service, Exclusive Quality House Cleaning, LLC will provide the Customer with either:

A full refund of payments made by the Customer; or 2. Offer to reschedule the Service at another time mutually agreed between the Customer and Exclusive Quality House Cleaning, LLC.

Complaints

If the Customer is dissatisfied for any reason with the Service provided, it must inform Exclusive Quality House Cleaning, LLC within 24 hours of completion of the Service. Exclusive Quality House Cleaning, LLC strives to achieve 100% customer satisfaction and will endeavor to resolve the problem quickly and efficiently. We will not consider any complaints that are notified after a period of 24 hours. We will not be held liable for work not completed, or not completed to a good standard, if other people are present in the property when our cleaners are working and carrying out the job.

Exclusions and limitations

Exclusive Quality House Cleaning, LLC is not responsible for:

Not completing or providing the Service as a result of a breach of a warranty by the Customer (including a failure by the Customer to provide a safe working environment or unencumbered access to the

Premises); or 2. Not completing or providing the Service as a result of the Cleaner not proceeding for health and safety reasons; 3. any loss or damage incurred by the Customer or any third party as a result of the effects of a force majeure, being any event beyond the reasonable control of Exclusive Quality House Cleaning, LLC; 4. Not completing or providing the Service due to an act or omission of the Customer or any other person at the Premises during provision of the Service; 5. Existing dirt, wear, damage or stains that cannot be completely cleaned or removed; 6. Any wear or discoloring of fabric or surfaces becoming more visible once dirt has been removed; 7. All fragile and highly breakable items, cash, jewelry, items of sentimental value, art and antiques. 8. The cost of any key replacement or locksmith fees, unless keys were lost by Exclusive Quality House Cleaning, LLC or the Cleaner. 9. Old stains that cannot be removed using normal cleaning methods. 10. Accidental damage due to faulty equipment. 11. Any accidental damage caused by a cleaner working for Exclusive Quality House Cleaning, LLC, if there is an outstanding amount owed to Exclusive Quality House Cleaning, LLC (excluding payment due for the cleaning visit when the accident happened). 12. Exclusive Quality House Cleaning, LLC will not be responsible for triggering any alarm systems. Customer should provide special instructions for deactivation/activation of any alarm systems.

Accidents, breakage, damage & theft

While our cleaners will treat your home with great care accidents can and do happen from time to time. Exclusive Quality House Cleaning, LLC have public liability insurance. The policy will cover major accidental damage caused by our cleaners. 2. The Customer must inform Exclusive Quality House Cleaning, LLC of any incident where an accident, breakage, damage to property has occurred due to any act of the Cleaner within 24 hours of completion of the Service. 3. Any claims reported later than 24 hours after the clean will not be considered. If a report of damage is made on a Saturday it must be reported by Monday 12:00 pm to be accepted as a valid claim. 4. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewelry, items of sentimental value, art and antiques. 5. We may require entry to the location of the claim within 24 hours to correct or assess the problem.

Cancellation

The Customer must provide Exclusive Quality House Cleaning, LLC with at least 24 hours' notice prior to the Service Time, if they wish to suspend, postpone or cancel the Service for any reason. 2. In the event that such notice has been given, Exclusive Quality House Cleaning, LLC will endeavor to reschedule the Service if required. 3. Domestic cleaning: You agree to pay the full price of the cleaning visit if you cancel or change the date/time less than 24 hours prior to the scheduled appointment. 4. Cancellation or reschedule may be subject to standard rates. 5. You agree to pay a cancellation fee for the cleaning visit in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or a problem with your keys. If keys are provided they must open the lock without any special efforts or skills. 6. Customer agrees that any membership rights or terms are forfeited and may not be available in future dates. 7. Cancellation by us: We reserve the right to cancel the contract between us if: 1. we have insufficient staff to fulfil the booking you have ordered; 2. we do not cover your area; or 3. One or more of the services you ordered was listed at an incorrect price due to a typographical error. 4. If we do

cancel your contract we will notify you by phone or e-mail. 5. Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer neither under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

Availability

All services are subject to acceptance and availability. If the service you have booked is not available, we will contact you by e-mail or phone (if you have given us details). You will have the option either to wait until the service is available or to cancel your booking.

Price

The prices payable for our service are provided by our estimators. All prices do not include taxes

Privacy policy

The Customer acknowledges that any information provided by the Customer may be used by Exclusive Quality House Cleaning, LLC for the purpose of providing the Service. Exclusive Quality House Cleaning, LLC agree not to share any information provided by the Customer with any third party not directly involved in the provision of the Service (unless required to do so by law).

Changes to this agreement

Exclusive Quality House Cleaning, LLC reserve the right to update or modify these terms and conditions at any time without prior notice, and may do so by publishing an updated agreement on its website. Each updated agreement will take effect 24 hours after it has been published on the website.

LETTER OF ENGAGEMENT:

Name/ Company name*:

Clients signature*:

Date*: