



Innovative Cleaning Solutions



(870)809-1001



ICS@INNOVATIVECLEANS.COM



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OFFERING ARKANSAS QUALITY, RELIABLE, HONEST, AND CONSISTENT SERVICE

Service Agreement

Name: _____ Phone: _____ Alt. Phone: _____

Complete Address: _____ Emergency Contact: _____ # _____

Start Date: _____ Email: _____

Type of home:

☐ Single Family # of Bedrooms: _____ ☐ Townhouse # of Bathrooms: _____ ☐ Apartment Square footage: _____

☐ Other: _____

Rooms to be cleaned:

☐ Kitchen ☐ Attic ☐ Family Room ☐ Basement ☐ Rec. Room ☐ Living Room ☐ Garage ☐ Hallway

☐ Dining Room ☐ Utility Room ☐ Stairways ☐ Office/Den ☐ Bed rooms

☐ Other: _____

Rooms not to be cleaned:

☐ Kitchen ☐ Attic ☐ Family Room ☐ Basement ☐ Rec. Room ☐ Living Room ☐ Garage ☐ Hallway

☐ Dining Room ☐ Utility Room ☐ Stairways ☐ Office/Den ☐ Bed rooms

☐ Other: _____

Type of cleaning:

☐ Standard ☐ Party/Special Occasions ☐ Move In/Out

☐ Deep ☐ Window Cleaning ☐ Other: _____

How Often:

☐ One time ☐ Weekly ☐ Bi-Weekly

☐ Monthly ☐ Twice a month

Preferred Days: ☐ Mon ☐ Tues ☐ Wed ☐ Thurs

Preferred Times: ☐ 8-12 ☐ 12-4

Will you provide cleaning products: ☐ Yes ☐ No

Additional Services provided at additional fees: ☐ Oven cleaning ☐ Blinds ☐ Refrigerator ☐ Light Fixtures

Access to Home? (Gate Code, Location of Hidden Key, Other Entering Instructions):

Access: ☐ Let in ☐ Garage code ☐ Key ☐ Gate Code ☐ Alarm- ☐ NO ☐ YES Located: _____

CODES: _____ ☐ OTHER _____

Rate:

\$ _____ per weekly cleaning \$ _____ per bi-monthly cleaning \$ _____ per monthly cleaning \$ _____ per other cleaning frequency

Key Release:

☐ Left on final visit ☐ Kept for future use ☐ Mailed

Service Agreement Cont.

The client hereby agrees to the following terms:

1. Liability Policies: Innovative Cleaning Solutions, LLC, and its employees agree to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Innovative Cleaning Solutions, LLC, or its employees, unless arising from gross negligence on the part of Innovative Cleaning Solutions, LLC. We are as careful as possible while we are cleaning your home, however, sometimes damage does occur. It is our policy to notate the incident/breakage on your checklist letting you know if anything has been broken or damaged. We will also contact you by phone as soon as possible to let you know about the damage. At that time, we can discuss if you would like the item replaced or repaired. We are not responsible for the damage incurred by the improper installation of an object. Please advise us of any items that may not be properly installed such as blinds, pictures, curtain rods, loose carpet, etc. All items are assumed to be hung properly and all surfaces are assumed to be sealed unless we are notified otherwise. We do not accept liability for items damaged prior to our cleaning. Items that are antique, irreplaceable, hard to find, etc. are not covered by our breakage policy. Please remove these items on the day of your cleaning. Items to be cleaned must be reachable with a 2-step ladder or extension pole, items to be cleaned are cleaned in place to reduce the risk of breakage, and Innovative Cleaning Solutions does not move items more than 35 pounds to protect our employees from injury. If you would like cleaning behind heavy objects, please move prior to cleaning. If you opt-out of the deep clean Innovative Cleaning Solutions will not be doing any of the listed items on the top-to-bottom list and will not have time to clean build-up in the home. The house should be tidy at our arrival so we can dedicate time to the cleaning of your home. Innovative Cleaning Solutions, LLC does not use bleach. If the client requests the use of bleach, Innovative Cleaning Solutions, LLC is not responsible for any damage it may cause. The home thermostat must be set to a comfortable working temperature between 65°-75° while our cleaners are servicing your home. Innovative Cleaning Solutions, LLC reserves the right to re-evaluate rates at any time based on the time it takes to perform our service to meet the client's standards. The client gives permission to the contractor to call for an ambulance in the event of an extreme emergency without prior contact with an emergency contact.

2. Business Policies: It is our policy to keep all matters regarding our clients and their homes confidential. Innovative Cleaning Solutions, LLC staff does not clean animal cages or litter boxes, animal droppings, human feces, urine, vomit, soiled clothing, or other similar biohazards. Your email address and cell phone are required for receiving appointment reminders & updates. You will be assigned 1 cleaner or a team of 2 cleaners when beginning with our cleaning service. You will have the same cleaner(s) on a regular basis. We will not substitute your cleaner(s) without prior authorization from you. Innovative Cleaning Solutions ask you to secure any pet who may get overanxious, stressed, or maybe a threat. We cannot accept any responsibility for any incidents arising while we are in the home related to your pet. If there will be nobody home at the time of service, the client agrees to provide Innovative Cleaning Solutions, LLC a copy of the house key, a special alarm/garage code, or the client agrees to be home. If the alarm is triggered, Innovative Cleaning Solutions, LLC is not responsible for any fees associated with the alarm. Innovative Cleaning Solutions, LLC agrees to keep keys and other client information secure and confidential. Locksmith fees are paid only if Innovative Cleaning Solutions, LLC misplaces the keys. In the event, the client chooses to leave a door unlocked or place a key outside the home in an unsecured place for the entry of the home for Innovative Cleaning Solutions, LLC, the Innovative Cleaning Solutions, LLC will not be held liable for any damages or theft to the clients home. The client will provide Innovative Cleaning Solutions, LLC with a valid credit card and I.D. Innovative Cleaning Solutions, LLC agrees to hold the client's card information on file and not charge clients before the morning of service. The client understands payment is due the morning of service or service is placed on hold. Cleaning rates are subject to change as the condition of your home changes. Additional services need to be requested in advance so we can schedule the additional time and supplies needed. Please allow for some dust resettlement after we leave, we try to limit the dust in the air but cannot prevent this entirely. A checklist will be left with the client at each visit to show exactly what we did in each room to avoid confusion. Innovative Cleaning Solutions, LLC does not allow its employees to take any item from the customer's home without having written authorization from the client. Items given to the cleaner will not be accepted in exchange for services. If you would like to hire a present or past Innovative Cleaning Solutions, LLC staff member for any house cleaning service outside of your agreement with Innovative Cleaning Solutions, LLC, our referral fee is \$2,500. All employees of Innovative Cleaning Solutions, LLC are under a non-compete contract for a period of one year.

The client will provide for the use by the Innovative Cleaning Solutions, LLC the following supplies and equipment: Toilet brush, dustpan/broom, and a carpet vacuum. We may refer you to a third-party company to provide any service(s) that we do not cover. Innovative Cleaning Solutions, LLC will not be held liable for any damage(s) or late fees incurred during servicing from third party vendors. It is the policy of Innovative Cleaning Solutions, LLC to take before and after photos as we clean. Innovative Cleaning Solutions, LLC agrees to not post pictures online including but not limited to social media or on our website without the consent of the client. Innovative Cleaning Solutions, LLC's cleaners drive their own personal vehicles. At Innovative Cleaning Solutions, LLC we make sure that our cleaners have an up-to-date driver's license and vehicle insurance policy. Therefore, Innovative Cleaning Solutions, LLC will not be held liable for property damage caused by our cleaners' personal vehicle(s). Either party can terminate services at any time by providing at least 2-day notice. All past due payments must be paid immediately. This Agreement will be in effect for 1 year, or until a notice of service cancellation is received by either party. Once a year we will re-evaluate. This will be the time to reassess your home, your home's needs, and renew the service agreement. As a courtesy to your cleaner if you or anyone in your household is ill with a contagious illness please cancel your cleaning service. Your cleaner is required to provide you with the same courtesy. The cancellation fees will not apply in this instance. We cannot guarantee the results of blind cleaning. Please be sure that any confidential or potentially illegal documents or substances are put away before the cleaning team arrives. If you skip a cleaning there will be an additional charge of 35% of the full cost to cover additional time to clean. We require an initial cleaning at the start of all recurring service agreements. We do not clean television/computer screens. Any tips sent to the office will go directly to your cleaner. Innovative cleaners reserve the right to ask you to sign a liability release. Anything outside of our agreed-upon scope of work including the cleaning of rooms not originally included in the estimate/bid are considered add-ons. The Company reserves the right to change these terms and conditions at any time.

3. Cancellation Policy: Cancellations must be received 2 days prior to scheduled service or full cleaning fees will be applied. This includes instances where we cannot access your home or an employee feels their personal safety is at risk due to an aggressive pet or actions by any individuals on the premise. Innovative Cleaning Solutions, LLC reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

4. Business Hours/Holidays/Weather: Business and visiting hours fall between the hours of 8 a.m. and 4 p.m. and services are usually completed during this time. Innovative Cleaning Solutions, LLC does not accept time specific calls as we can not guarantee specific times accurately. We reserve the right to cancel scheduled cleanings due to inclement weather. Innovative Cleaning Solutions, LLC does not do holiday visits. If your scheduled day falls on a holiday, Innovative Cleaning Solutions, LLC will call to reschedule.

5. Bad Check Policy: A \$35.00 fee will be charged for each check returned by the bank for insufficient funds. Any additional fees imposed by the bank will also be charged to the client. All fees are due promptly.

6. Payment Arrangement: Payment is expected in the morning of services. A valid credit/debit card is required and will be kept on file at all times for transactions such as non-entry fees, cancellation fees, and non-payment charges. We will charge your card the mornings of your appointments. We have the right to discontinue services until payment is made.

7. Guarantee Policy: Innovative Cleaning Solutions, LLC wants you to be completely satisfied every time. If within 24 hours, you are not satisfied, Innovative Cleaning Solutions, LLC will come back to your home and re-clean said items at no additional charge.

By signing below the client fully understands and agrees to the contents of this 2-page agreement

Client's signature

Date