

# All-Star Cleaning Co.

## Comprehensive Terms and Conditions

**1. Acceptance to Terms:** By accepting the quotation/estimate with All-Star Cleaning Co., the client agrees to all terms and conditions outlined in this agreement and authorizes the commencement of cleaning services at the agreed-upon price. This document constitutes a binding agreement between the client and All-Star Cleaning Co. for residential or commercial outdoor cleaning, including pressure washing and non-pressure washing services.

**2. Description of Binding Agreement:** This agreement covers outdoor and indoor cleaning services provided by All-Star Cleaning Co. Clients are encouraged to thoroughly review the terms and conditions before the commencement of work. The terms and conditions may be accessed through our website, provided links in communications, such as quotes and invoices.

**3. Authorization:** The client grants All-Star Cleaning Co. permission to perform cleaning services on the property. The client understands that service completion may vary, and rescheduling may occur due to unforeseen circumstances, inclement weather, or other factors affecting optimal service delivery.

**4. Water Usage:** The client permits the use of their residential water source for cleaning purposes. In cases of well water or low water pressure, the client agrees to cease water consumption inside the home during the service.

**5. Electric Usage:** The client agrees to provide All-Star Cleaning Co. with access to on-site electricity as required to complete the stated project without additional compensation.

**6. Acknowledgment of Risks and Releases of Liability:** The client acknowledges the potential risks associated with cleaning services, understanding that damage may occur due to poor maintenance, neglect, or the use of low-grade building materials. All-Star Cleaning Co. is released from liability for property damage unless negligence or willful misconduct caused it.

**7. Inspection:** On the service date, All-Star Cleaning Co. will note pre-existing damage and have the client sign/accept a report. In cases where the client is unavailable, the absence will be noted, and photos will be taken. The client must sign/accept the work report after the work is complete.

**8. Plant/Landscaping:** The client acknowledges and understands All-Star Cleaning Co.'s procedures designed to protect plant life during the cleaning process. Clients are informed that potential leaf burns may occur during midday cleaning.

**9. Oxidation:** Clients are informed of the potential for oxidation in houses exposed to sun and debris. The client understands that oxidation and other blemishes may be noticeable after cleaning, particularly in houses covered with debris.

**10. Window Cleaning and House Soft Wash:** The client is informed about the inclusion of basic window cleaning during the House Soft Wash service. For a streak-free window, the client is recommended to opt for the additional Window Cleaning service. Clients must understand the delicate nature of window screens during cleaning.

**11. On the Day of Service:** Clients are advised to have a water spigot or outdoor tap accessible, keep windows and doors shut during House Soft Wash, secure pets, and clear work areas for efficiency and safety.

**12. Exclusions:** Cancellation within 48 hours incurs a \$50 fee. All-Star Cleaning Co. is not responsible for water intrusion, guarantees stain removal, or for ill effects on surfaces if not notified before service.

**13. Media Release:** By engaging All-Star Cleaning Co.'s services, the client consents to the use of property-related media for property assessment, employee training, and marketing purposes. Client testimonials and media may be used for marketing while respecting privacy.

**14. Property and Service Expectations:**

- **Property Damage:** All-Star Cleaning Co. is committed to preventing damage during services. Any pre-existing property damage must be documented before service initiation.
- **Training Awareness:** Some services may require training, such as pet containment for safety during cleaning processes.
- **Marketing Outreach:** Client testimonials and media may be used for marketing, with respect for privacy.

## 15. Service Process:

### *Exterior Services:*

- *Solar Panel Cleaning:* Safe, non-abrasive cleaning for optimal performance.
- *Pressure Washing:* Deep cleaning of exterior surfaces.
- *Soft Washing:* Gentle, effective cleaning for sensitive surfaces.
- *Gutter Cleaning:* Removal of debris and ensuring proper water flow.
- *Window Washing:* Streak-free clarity for windows and glass surfaces.

### *Interior Services:*

- *Standard Cleaning:* Regular maintenance for a consistently clean environment.
- *Deep Cleaning:* Thorough top-to-bottom cleaning for a fresh start.
- *Moving Out Cleaning:* Comprehensive clean for a smooth transition.
- *Event Cleaning:* Pre- and post-event cleanups for stress-free hosting.

**16. Inclement Weather:** In cases of severe weather conditions, services may be rescheduled to ensure safety and optimal results.

## 17. Payment Terms:

- *Residential:* Payment is due on the same day as the service.
- *Commercial:* Net 60 payment terms apply.

**18. Accepted Payment Methods:** Venmo, CashApp, Zelle, Stripe, and Apple Pay. If the customer and Owner of All-Star Cleaning Co. are present Cash and Check are accepted.

## 19. Customer Preparation:

Prior to our scheduled service, please ensure the following preparation steps are completed. Failure to do so may result in additional fees.

- **Clear Pathways:** Ensure unobstructed walkways and driveways for our team's efficient and safe movement during the cleaning process.
- **Screen Removal:** Before window cleaning, kindly remove window screens to facilitate a thorough and effective cleaning process.
- **Wasp Nest Removal:** In preparation for our service, please address any wasp or bee nests that may be present. Our team will ensure a safe and complete removal during the cleaning process.

- **Pet Waste Removal:** To ensure a safe and clean service delivery, kindly clean up any dog waste in the designated service areas.
- **Move Personal Items:** Prepare the space for our cleaning service by moving furniture, wind chimes, shoes, and cars away from the designated service areas. This ensures an unobstructed and efficient cleaning process.
- **Turn off Solar Panel Power:** For your safety and to prevent potential damage, please turn off the power to your solar panels before our service begins.
- **Cut Plants:** To avoid contact with cleaning solutions, ensure that plants are trimmed and not in direct contact with areas designated for soft washing or pressure washing.

By following these preparation guidelines, you contribute to a smooth and effective cleaning process, allowing All-Star Cleaning Co. to deliver optimal results for your home or property. Thank you for your cooperation!

## 20. Fees

- **Pet Waste:** If one of our employees' steps on pet waste or gets equipment covered in pet waste, there will be a \$50 fee.
- **Wasp Sting:** If one of our employees gets stung by a wasp while attempting to remove a nest, there will be a \$50 fee.
- **Moving Furniture from Patios:** If we need to move furniture off areas that we are supposed to clean, there will be a fee between \$50 and \$100, depending on the amount of furniture.
- **Cutting Plants:** We will not be able to clean behind plants that are flush with the areas we are supposed to clean. There will be a \$50 to \$100 fee, agreed upon before any cutting is done. If there is no agreement and on-site washing, we will go around the plants.
- **Cancellation/Rescheduling:** If there is a reschedule or cancellation within 48 hours of the scheduled workday, there will be a \$50 fee.

These comprehensive terms and conditions serve as a legal agreement between the client and All-Star Cleaning Co., governing the provision of cleaning services in exchange for payment. Clients are urged to seek clarification on any points they find unclear or require additional information. The terms and conditions may be updated at the discretion of All-Star Cleaning Co., and clients will be provided with updated versions as necessary.