



Premier
C L E A N

Terms & Conditions

RM5 Services, LLC

Premier Clean

614.705.4113

info@premeirclean.biz

6956 East Broad Street #266,
Columbus, OH 43213

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Terms & Conditions

SATISFACTION GUARANTEE

We guarantee you will be satisfied with your experience with our company, and appreciate ALL feedback. We guarantee 100% satisfaction!

EVALUATIONS & ESTIMATES

Estimates are estimates only. Our estimates are based off the information submitted to us via phone consultation or on-site evaluation.

Please note: Phone consultations are blind estimates; keep in mind we have not seen your residence and are using the information you provide in order to generate an estimate, which may or may not fully address all factors that affect cost.

When our Team arrives for a scheduled appointment, whether to clean or perform an estimate, we will evaluate your residence against our Housecall Pro menu while being sure to record your priorities and concerns. Our Team will always estimate your residence by room or space needing cleaned, and never by general factors like square footage, age of home, neighborhood, etc. This approach emphasis CHOICE and ensures a tailored, right-sized cleaning plan that meets your requirements.

The prices in Housecall Pro reflect routine cleaning conditions and apply to a residence that has already had a baseline cleaning performed. Most baseline cleans, also referred to by our staff as "First-Time or One-Time" cleans will run roughly 1.5 to 2 times the cost of a Routine Clean estimate. Any residence that has not been cleaned by Premier Clean within 50 days of the appointment will fall into the First-Time clean category, and is recommended to undergo an on-site evaluation prior to scheduling. If a recurring service is desired, our Team will provide you with both estimates during your on-site evaluation.

While our Team will make every effort to estimate your residence accurately, things may present the day of the cleaning that require more effort. If this situation occurs, our collective Team will make a reasonable attempt to contact you using the information on file. If we cannot reach you, we will stay within your agreed to estimate limit and adjust the work being done according to the priorities you set during the estimation process.

COMMERCIAL PROPERTY

All commercial property will require an on-site evaluation with the property representative and our expert staff. Each commercial property will be estimated based on the unique characteristics of the space and the desired services, using many of the same considerations as the residential model noted above but with logical adjustments. While the terms and considerations listed in this document speak mainly to residential customers, each topic area such as payment, scheduling, etc...will be included in a tailored cleaning agreement. The 100% satisfaction guarantee always applies!

PAYMENT

Payment is due on the day of service unless other arrangements have been made. All customers must pay for their service in full with check, online via Housecall Pro, or through the Premier Clean office within 24 hours of the service to avoid a late payment fee. Any payment made after the 24-hour grace period is subject to a \$35 fee. We accept checks and all major credit cards.

Please address checks to: ***Premier Clean.***

Note: Premier Clean DOES NOT accept cash given the risk to our Team and transactional liability.

If paying by check, all payments must be setting out in a visible or pre-designated area (table, desk, countertop) at the time our Team arrives. If the payment is not in a visible or pre-designated area, or if the Team is not aware of your intent to pay online or call in a payment, we will make a reasonable attempt to contact you using the information on file. If payment arrangements are not made prior to cleaning, the cleaning cannot take place and it will be handled as a Cancellation & Lockout.

TIPPING – While grateful, we do not expect tips for any of our services. If tips are received, they will be split between all Team Members who serviced your residence. If you would like to include a tip with your check or online payments, please notify our office and we will be happy to help ensure our Team Members receive it.

CANCELLATION & LOCKOUTS

We understand that unplanned issues arise and you may need to cancel or reschedule your appointment. If this should happen, we respectfully ask that you notify us a minimum of 48 hours before the appointment start time, either by phone at (614) 705-4113 or email at info@premierclean.biz.

If we receive less than a 24-hour notice, the job is subject to a minimum \$50 service charge, though we reserve the right to charge the full cost of the appointment. This charge is intended to help cover mileage, wages, and lost opportunities.

If the Team arrives as scheduled and cannot gain entry to the property, we will make a reasonable attempt to contact you using the information on file. If we cannot contact you, the job will be considered a Lockout and will have to be rescheduled.

Additionally, the job is subject to a minimum \$50 service charge, though we reserve the right to charge the full cost of the appointment.

SUPPLIES AND EQUIPMENT

We provide our Teams with all supplies, equipment, cleaning products, and tools to service your residence. All of our supplies and equipment are commercial off-the-shelf and approved for sale and use in the commercial marketplace. If you have a specific cleaning product preference, please feel free to leave that product out for our Team to use when cleaning your residence.

APPOINTMENTS & SCHEDULING

All arrival times and cleaning durations are approximate, as our Teams do not clean based on time but rather based on services chosen and soil level. While our Team will provide you with an approximate appointment time, please allow for reasonable schedule slip due to factors such as previous appointments that day, road and weather conditions, and unforeseen circumstances.

There may be times we need to reschedule your appointment due to unforeseen circumstances. If we cannot honor your appointment we will notify you as soon as possible and work to reschedule your appointment at your earliest convenience.

While we do our best to send the same Team to your home each time, Team members may be different due to staffing limitations and coordination challenges. We will also attempt to send our Team Members in pairs, but this may not be possible as the result of staffing and scheduling requirements, or it may not be required if the job is small enough.

HOLIDAYS – If your typical cleaning day falls on a holiday, our Team will send a notice or call you to arrange a different day to clean your residence.

We do not clean on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

NOTIFICATIONS – We strive to do our best to communicate all details of your appointment and service in a variety of ways including but not limited to:

Email: Appointment Confirmation, Appointment Reminder, Invoice with Online Payment Option, Account Charged Notification, and Receipt.

Text Alerts: Once you schedule, you'll receive an alert stating "Your Job is Scheduled"; the day of your appointment, whether for an estimate or for a cleaning, you'll receive an SMS message noting "On Our Way", and finally a "Work is Completed" SMS.

ACCESS – For entry on cleaning day, you have the option to supply a key copy or garage code to our Team to facilitate property access in your absence. If you chose this route, please know that all keys are protected using multiple layers of security, to include the use of secure matrix so your address is not tied to your physical key should the facility's security be compromised.

REQUIRED CONDITIONS – Residence must have running water, must be heated to at least 65 degrees, and cooled to at least 85 degrees Fahrenheit for our Team to perform services. If these conditions are not evident upon arrival, we will consider it a "Lockout" and the job is subject to a minimum \$50 service charge, though we reserve the right to charge the full cost of the appointment.

EXISTING DAMAGE TO PROPERTY OR ITEMS – Our Teams will not clean in/on any property or items that display signs of existing damage or similar issues. For instance, if we find a broken lamp while cleaning, we will not dust or wipe down that lamp because we do not want to do any further damage to that item and make anything worse. If you ask us to clean something damaged, we are not responsible for damages that could occur during the cleaning of that item or area.

PREPARATION FOR A CLEANING

If you will not be present at the residence during a cleaning, providing your Team with a key, leaving a concealed key, or providing us with a garage or door code to enter is the most efficient way for you to provide us with access to your residence. Smaller items should be picked up off the floor and dressers, counters, and tub/shower space. These items should also be somewhat organized and decluttered before we arrive in order to allow the Team to clean more effectively.

If you do not want a particular room cleaned, please ensure our estimator is aware, or leave a note or close the door of that room on the day of the appointment. If at all possible, keep pets in separate areas/rooms from our service or cleaning areas. This is intended to not only protect our Team and allow the job to be performed efficiently, but to also protect your pets from the potential hazards of cleaning supplies and equipment.

If a residence is not prepared for service and is determined to be too cluttered, the Team reserves the right to consider it a “Lockout” and the job will be subject to a minimum \$50 service charge, though we reserve the right to charge the full cost of the appointment.

EMPLOYEE SAFETY

We are committed to Team safety, and require our Team Members to refrain from climbing ladders higher than 30 inches or lifting objects weighing more than 40 pounds. Our Team cannot clean bodily fluids, pet accidents or any other substance or item which has the potential to pose a health or safety risk. We reserve the right to remove a Team member from any residence if their safety thought to be at risk.

RECURRING APPOINTMENTS

As a recurring client, you have the privilege of a consistent spot on our schedule and a discounted rate based on frequency. Gaps in regular service may cause the loss of the discount due to the effort needed to bring your home back to a baseline level.

Recurring customers remain subject to the \$50 fee if they do not cancel at least 24 hours in advance.

PRICING

Pricing is based on many factors to include number of rooms selected, soil level, and services requested. A minimum estimate of \$60 must be reached after discounts and taxes for our Team to service your residence.

The prices in Housecall Pro reflect routine cleaning conditions and apply to a residence that has already had a baseline cleaning performed. Most baseline cleans, also referred to by our staff as "First-Time or One-Time" cleans will run roughly 1.5 to 2 times the cost of a Routine Clean estimate. Any residence that has not been cleaned by our staff within 50 days prior to the appointment will fall into the First-Time Clean category, and should undergo an on-site evaluation prior to scheduling. If a recurring service is desired, our Team will provide you with two estimates during your on-site evaluation; a First-Time Clean estimate and a Routine Clean estimate.

Please see the EVALUATIONS & ESTIMATES section above to better understand how pricing is determined. If questions remain, please don't hesitate to contact us so we can better understand your requirements and explain in detail how the pricing model works.

RECURRING RATE DISCOUNT – One of the biggest factors in the recurring rate for your residence is frequency of our services. After the home is baselined, a general, routine cleaning rate will apply. The discounts below apply to the Routine Clean rate:

Monthly: Service recurs every 4 to 6 weeks, or monthly with a 10% discount. (MUST be less than 50 days since date of last service)

Bi-Weekly: Service recurs every other week, with a 20% discount. (MUST be less than 22 days since date of last service)

Weekly: Service recurs every week, with a 30% discount. (MUST be less than 12 days since date of last service)

STANDING DISCOUNTS – We offer the following standing discounts with proof of membership, age, status, service, and/or residency:

Military Veterans – 10% discount (cannot combine with recurring rate discount, promotional discounts, or other standing discounts)

Active Military, Police, and Fire – 15% discount (cannot combine with recurring rate discount, promotional discounts, or other standing discounts)

Senior Citizens (60yrs of age and over) – 15% discount (cannot combine with recurring rate discount, promotional discounts, or other standing discounts)

World War II Veterans – ALWAYS FREE! It's our pleasure (FREE offer applies to a 2000sqft space or smaller, or \$150 off a First-Time Clean; offer is limited to one cleaning/discount every 90 days, or a maximum of 4 cleanings/discounts per calendar year)