



## SERVICE AGREEMENT & POLICIES

**SATISFACTION GUARANTEE:** Our guarantee is a work guarantee. If you are unsatisfied with your service, contact us within 12 hours with photos and we are happy to re-clean those areas for 30 minutes at no additional charge. If photos are not provided, clients must be present during a re-clean to ensure that expectations are met for future services.

Requested changes to our standard routines – time or budget restrictions, “quick” cleans, partial cleans, walking on wet/clean floors, tooling requests, occupied rooms, or roaming pets void our satisfaction guarantee. We are happy to accommodate your budget or busy home by adjusting what we promise. Because we charge hourly, work that isn’t performed is never billed, therefore we do not offer refunds.

**SUPPLIES:** We are a business operating as an independent contractor, providing our own cleaning supplies, but we use clients’ toilet brushes when available. Clients may provide supplies, but we are not responsible for damages caused as a result of using requested chemicals or tools, or damaged tools.

**SERVICES & EXPECTATIONS:** We are not capable of servicing biohazards; hoards; or mold remediation; beg bug, cockroach, mouse or other bug or rodent infestations; discretionary amounts of feces, vomit, blood or urine; home care needs; pet care; medical syringes or drug paraphernalia. Failure to disclose such conditions despite due diligence by us are considered lockouts. If we arrive and must refuse service for these reasons, a cancellation fee will be charged. We are not equipped to properly clean vents, air ducts, carpets beyond vacuuming, upholstery, antiques, or unfinished attics or basements, so work in these areas is not covered under our satisfaction guarantee, and we are not responsible for damages.

**CANCELLATIONS:** Late cancellations within 48 hours of the job start time are subject to a cancellation fee equal to 1 hour of work per assigned technician. Two consecutive cancellations is considered termination of services. Delays within the same day are not considered cancellations if we can accommodate them, but reschedules for any different day are cancellations. Cancellation hours are business hours, so jobs scheduled on Monday morning can be cancelled for free on Thursday morning of the prior week, or earlier.

**LOCKOUTS:** If your home is not accessible to our technicians at the scheduled start time, we wait 15 minutes before leaving and charge a lockout fee equal to a cancellation fee. Lockouts include locked doors, presence of animals, biohazards, hoards, water or power outages, refusal of access by security personnel, lack of parking, or safety concerns. Two consecutive lockouts is a termination of services.

**TECHNICIANS ON-DUTY:** We love consistency, and we aim to send the same technician(s) for each of your services. However, substitutions may occur to ensure we offer continuous service during periods of internal schedule changes, sicknesses, or transportation accommodations. If the client should refuse service due to a personnel change, they will be charged a cancellation fee for the lockout.

**ARRIVAL & PARKING:** Time begins once we arrive and make a form of contact with you or an apartment complex’s security or front desk - your doorbell, a buzzer, a key or collateral exchange with security, actively searching for someone to provide entry, or a text or call. Delays in providing us access to the home or unit are included in billable time, tracked in 15-minute increments. Clients are responsible for providing parking or entry instructions. Parking expenses including fees, plus tickets or tows resulting from faulty instruction, are billed to the client. Time ends during our final trip out of the home.



### **SERVICE AGREEMENT & POLICIES (Continued)**

**PETS:** Keep your pets safe and reduce billable cleaning time by keeping them in a room or cage, away from the cleaning area, and to reduce risks of allergies, liabilities, trip hazards and safety concerns for our techs. Roaming pets void our satisfaction guarantee for pet-related messes including fur. Animal bites of any size will result in a \$500 inconvenience fee in addition to associated medical and legal fees.

**OCCUPIED ROOMS:** Locked doors or occupied rooms will be skipped. Occupying rooms during the cleaning process (including walking on wet or cleaned floors, cooking a meal while we are onsite, entering the home from outside, or roaming pets/pet hair) void our satisfaction guarantee for re-cleans.

**CHILDREN:** Keep your children safe by having an adult supervise them at all times, keeping them away from cleaning areas containing hazardous chemicals and plastic bags. Reduce billable cleaning time by keeping our technicians' attention on cleaning, as interacting with children increases the time we spend.

**DAMAGED PROPERTY:** We carry liability insurance, but are not responsible for any damages to tools that clients supply by-request like personal vacuums or steam mops, or to objects not properly secured in the home such as wall hangings, insufficiently secured blinds, wobbly furniture, loose toilet seats, or any accidents-in-waiting despite proper care by us. Maintenance problems like caulking issues or clogged drains are not covered by our satisfaction guarantee. We remove surface-level hair from drains, but do not attempt unclogging and will skip cleaning for tubs, sinks, or toilets backed up by a clog.

**SECURITY ALARMS:** It is not necessary to be at home during cleaning. We can reset alarms when leaving a home, but are not be responsible for fees for alarms set off by our mistake.

**PAYMENT:** Payment is due upon the receipt of the invoice. Credit cards on-file are charged automatically. Payments via cash or check must be made in-full, visibly available on a kitchen counter at the start of service, otherwise service will be refused with a cancellation fee applied. Technicians will not return until all invoices are paid in full, which may result in a cancellation of your next service.

**LATE PAYMENTS:** Invoices paid "in full" are paid earlier than the 48-hour cancellation window prior to your next scheduled cleaning. If an invoice for a previous clean is unpaid within 48 business hours of the next scheduled cleaning, then the upcoming clean is considered a cancellation. We are happy to still provide service without a fee if we have not already filled your timeslot once the balance is paid in-full, even if paid inside the 48-hour late cancellation window.

**NON-SOLICITATION OF EMPLOYEES:** Client agrees to pay a penalty of \$3,000 should he or she engage current or former employees of OCD LLC for 1 year past the date of last cleaning performed by OCD LLC.

**ATTORNEY'S FEES:** If any action at law or in equity is necessary to enforce or interpret the terms of this Agreement, the prevailing party shall be entitled to reasonable attorneys' fees, costs and necessary disbursements in addition to any other relief to which such party may be entitled.

**JURISDICTION:** The laws of Pennsylvania apply and exclusive jurisdiction and venue is in the courts located in Allegheny County, Pennsylvania.