

# Before & After Cleaning Service, Inc. 810-232-1920, beforeafterinc.com

The policies listed on this page may be amended when necessary. The policies that appear on each invoice will supersede all other policies previously stated whether verbal or written.

## Pricing Policy for Routine Work

The method used to set the price for the cleaning of your home or business is "by the job." We do not charge by the hour for regular routine cleaning services. By the job method gives you the assurance of a quality job at a stable price time after time. The price quoted to you is based on many factors that exist at the time the price is given. These factors include square footage of the home or business, number of rooms cleaned, number of bathrooms cleaned, type of floors, general condition, and **frequency of cleanings**. We strive to keep prices low and stable and guarantee the price quoted will remain the same for at least one year. However, in the event one or more of the above factors change in a significant way, the price that is charged may need to be adjusted. When the client cancels a regularly scheduled routine cleaning for any reason, the price charged for the next regularly scheduled routine cleaning may be higher than the price normally charged.

## Billing Policy

We bill once per month after all cleanings for the month have been completed. All accounts must be paid in full within two weeks of receiving an invoice. Accounts that are not paid in full after four weeks of the invoice date will have a 2% per month interest charge added to the out standing balance. All costs associated with the collection of an over due account, such as collection agency fees and or attorney fees, will be added to the client's account balance.

Initial: \_\_\_\_\_

## Reporting Policy

Report problems you discover with your cleaning immediately, within 48 hours. We can only correct problems when we know they exist. If we break or damage something and are aware that we did a note will be left telling you what happened. The company will, at the discretion of the company, repair, replace or pay for any item it is responsible for breaking or damaging. An item you feel was broken or damaged by our staff must be reported to the company within 48 hours of the completion of the cleaning. If it is determined that the company is responsible, we will, at the discretion of the company, repair, replace, or pay for the item.

## Locked Out Policy

If we are unable to gain entry to perform a scheduled cleaning, a **\$25.00** "Locked Out Fee" will be added to the client's account balance.

Initial: \_\_\_\_\_

## Days Closed Policy

We will be closed on the following days so our staff may be with their families around holiday times:

**New Years Day, Memorial Day, July 4, Labor Day,  
Thanksgiving Day plus Friday, Christmas Eve and Christmas Day**

When a holiday falls on a weekend, the weekday nearest to the holiday will become the substitute holiday and the day that we will be closed; for example, if July 4 falls on a Sunday, the substitute holiday will be Monday, July 5, the day we will be closed.

**Residential Clients:** When your normal cleaning date falls on a listed holiday or a substitute holiday, the cleaning will be canceled. If you need a cleaning for any reason **you must call the office at least two weeks in advance of your regular cleaning date to request an alternate cleaning date.** There will be a limited number of alternate dates available.

(Business Clients will automatically be rescheduled if necessary.)

I have read, understand, and agree to the above policies:

Print Your Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_