



cleverclean

TERMS OF SERVICE

The Clever Guarantee

The very foundation of our company is the quality of the service we provide. We are extremely confident in our work and are committed to providing superior service. Clever Clean LLC. provides professional cleaning in Philadelphia and its surrounding areas, and offers a 100% Satisfaction Guarantee. If you are not completely satisfied, contact us immediately or within 24 hours and we will make it right.

Confidentiality and Security policy

The safety of our Customers and Providers is paramount at Clever Clean LLC. We maintain a strict policy regarding the privacy of our Customers. We guarantee discretion and do not share information (including but not limited to customer profile, e-mail, residential addresses, telephone numbers, and all other personal data).

We do not allow anyone into the residence, business, or commercial properties of our Customers without explicit direction from our Customers. We also ask that you inform us of expected service and delivery persons who are scheduled to arrive during the course of our service.

Notification of Potential Safety Hazards

Please advise us of anything in or on the property that is not in ideal condition or working properly, such as uneven pavement or stairs, loose wood planks or tiles, glass paneling that isn't secure, hot water faucet is reversed with cold water, exposed wiring, picture frame is already broken and should not be moved, etc.

Service Limitations

- a). We prohibit our Providers from climbing higher than a 3-step ladder to perform any service.
- b). We prohibit our Providers from moving furniture over 50 lbs but encourage them to exhaust every measure to clean around heavy objects and furniture.

c.) We prohibit our Providers from moving appliances such as Refrigerators, Stoves, Dishwashers unless we have been notified ahead of time the wheels are unlocked and the Customer has pulled them out from against the wall.

d.) We prohibit our Providers from entering any area of a customer's property that is considered to be or has the potential to be considered a biohazard, that area will not be cleaned (emptying/cleaning cat litter boxes, human/animal excrement, etc).

e.) For Residential Cleaning - It is to the Customer's advantage to have the home picked up as much as possible allowing us to be able to get to all areas so that we can maximize the quality of the service we're providing. We provide light straightening up of the areas that we clean but in the event we enter a home and deem an area to be extremely cluttered, our Providers will clean around these areas and we will notify the Customer of this in our service notes upon completing service.

Pricing

We are ever assessing for and making tweaks to facilitate a quality-focused process, maximize level of effort, and streamline duration of time necessary for each component of every task. There are varying levels of intensity with regard to areas such as kitchens, bathrooms, windows, and floors which dictates, product selection/usage, level of effort, and overall time to complete the task.

These metrics along with hourly wage rates for our employees and contractors, and the cost to operate Clever Clean LLC. is what is used to determine pricing.

Our goal is to approach each residence, business, or property in a way that allows us to perform the absolute best job possible. An effective pricing model helps us to facilitate and accomplish this.

Payment

By scheduling service via Clever Clean LLC.'s online booking form or over the phone, you are agreeing to pay promptly for services rendered. Payment for service is required no later than 24 hours after it has been provided.

When scheduling through our online booking form, your credit card information is required up front. You will notice a transaction in an amount that is less than \$1 USD posted to your bank or credit card account immediately. This is to ensure valid credit card information was provided. Once your service is completed, you have the ability to submit your own payment or your card will be charged automatically by 12:00PM the following day.

Clever Clean LLC. accepts Visa, Mastercard, and American Express.

For your convenience, you are able to checkout securely through our Stripe or Paypal payment gateways.

Scheduling

Our scheduling is determined both by your preferred time frame to receive service, and the availability of our Providers.

We schedule according to the scope of the job and the length of time needed to provide quality service.

Holidays

If your scheduled cleaning falls on a holiday that Clever Clean LLC. observes, we will contact you to reschedule your cleaning.

Labor Hours

Our Providers work in teams of one, two, or three depending on the scope of the job. Please note that, when more than one person is assigned, the quoted time required to complete the job, which was given in labor hours, is reduced. For example, if you were scheduled for a five labor-hour service and two service providers are assigned, the total cleaning time is two and one-half hours.

Access

You have a couple of options for providing Clever Clean LLC. with access to your property:

1. You may check-in a key to your residence, business, or property with Clever Clean LLC. Your key will be kept safe and secure in our key safe. All keys are coded for security and will never have your name or address attached to them. If you have an alarm system, please provide access instructions to Clever Clean LLC.
2. You may provide a lockbox code where our Providers are able to retrieve the key to your residence, business, or property and then return it upon completion of service.
3. You may have a designated person meet our Provider at your residence, business, or property to grant entry and then arrange for this person to return upon completion of service to secure your residence, business, or property.

Breakage/Loss

Clever Clean LLC. is bonded and insured. We spend a great deal of time during training emphasizing the importance of being mindful of the spaces we are servicing and also the supplies and equipment we are using. Ultimately though, we understand accidents happen which is why Clever Clean LLC.'s liability limits are set at a maximum of 10 times the cost of the service charge on the day in which the breakage/loss occurred.

Notification must be made within 48 hours of service. Key replacement/locksmith fees are paid only if keys are lost or miscoded. There is a \$100 per location liability limit for key replacement and/or locksmith services.

Supplies

Clever Clean LLC. is always researching and testing products and equipment to ensure what we are using is high-quality, safe, and effective. If you desire to know what products we use or have products you prefer us to use while performing your service, please let us know.

Feedback

Cleaning is a very personalized and subjective service, so we rely on your feedback to help us improve our service. Once your service is completed and you have had a chance to walk through your space, we ask that you let us know how we did. You will receive an email asking for your feedback, we would appreciate it if you took a moment to give us a favorable review if you are satisfied with your service. If you are not satisfied with your service, we need to know this as well. We value your opinions and your feedback is critical for us to serve you better.

Gratuity

Clever Clean never requires you to tip, but it is a powerful way to say "thanks!" to your cleaning Provider. When you pay for your service, you will have the opportunity to add a tip. 100% of tips go to your Provider.

Digital Media

As a standard, Clever Clean LLC. captures images of the spaces we enter for purposes of having Before/After comparisons. Periodically, we use these images for marketing purposes, to include our website gallery and social media.