**Terms & Conditions in Our Services**

**Service Hours**

Monday-Saturday: 8:00am-5:00pm

Via phone or text 719-232-1624

**Contact Hours**

24/7 via email at citruscleanco@yahoo.com

**Team**

We normally work solo or in teams of 2. We try to send the same associate to your home each scheduled clean, however it might change due to illnesses, vacation etc.

**Conduct**

Our associates will be respectful while in your home. They do not answer doorbells or telephones, their only purpose is to clean you home and keep you satisfied.

**Equipment and Supplies**

Citrus Clean provides majority of cleaning supplies and equipment to service your home or office. We only ask our clients to provide an upright vacuum. However, if you have a specific name brand or are allergic to anything, we ask you to provide those products.

**Safety**

Insurance and safety issues prohibit our teams from moving, lifting heavy objects, from standing on furniture or cleaning objects that are over 8 feet tall.

**Extra Work**

Our cleaning associates follow standard cleaning checklist and customized worksheet for your home. Please contact us at least 2 business days before your scheduled cleaning to be sure to schedule extra time in your home.

**What We Charge**

We have no hourly minimum. We provide you with estimate prior to service. Payment for service is expected on that day, unless prior arrangements are made.

There may be times when we may re-evaluate rates based on the time it takes to perform our service. We will discuss any price or services changes if needed.

**Forms of Payment**

We accept checks, cash, and/or bill pay. Please put cash in a sealed envelope. If paying with check/bill pay, please mail to Citrus Clean. Please make check payable to Citrus Clean. This is to protect privacy between Citrus Clean service and working associates.

**Right to Refuse Service**

We reserve the right to deny &/or terminate service because of safety concerns, inappropriate or uncomfortable situations, weapons on premises, severe clutter & disconnected utilities. Our employees have the choice to leave if the home is in extreme unsanitary condition or they feel unsafe/threatened. If you book a cleaning online that is unreasonable, the cleaners may refuse service on the spot & you will be charged the cancellation fee.

**Cleaning Day Preparation**

Your price for cleaning is based on the maids focusing all of their time on cleaning, we ask that you take a few minutes the night before a scheduled service to “tidy up” to allow the maids easy access to the areas/surfaces to be cleaned: floors, counter-tops, table tops, removing dirty dishes from kitchen sinks etc. If you’d like our maids to do these tasks for you, please call the office in advance so your cleaning fee can be adjusted for the additional cleaning time.

**Add-On Services**

This services are available for an extra charge:

* *Clean Inside Kitchen Cabinets*
* *Clean Inside Oven*
* *Clean Inside Fridge*
* *Clean Interior Windows & Sills*
* *Detail Blinds*
* *Detail Baseboards*
* *Sweep Inside Garage*

**Pets**

We will gladly work around pets, if any pets will be in the home while we clean, we ask that indoor activity be limited for cleaning efficiency & safety reasons, if your pet becomes anxious or presents a safety concern, Citrus Clean reserves the right to remove its employees from your home.
Our employees are instructed not to enter a house if they believe an animal is a threat, pets may behave differently if a family member is not present. If removal of our cleaning technician is due to aggressive pets, our cancellation policy will apply.
Due to potential health risks we will not clean up cat litter boxes, bird cages & feces.

**Service Fees**

Please remember: We give these instant prices based on years of experience, but we may adjust the price based on the actual condition of the house. To ensure there are no surprises, when we arrive & find that the job will require extra labor, we will call & email you, WE WILL NOT START SERVICE WITHOUT YOUR AUTHORIZATION!, if we are unable to reach you, the crew will have to leave & you will be charged the cancellation fee. Please, keep your cell on you.

**Rate Increases**

Client’s cleaning rate adjustments may be made at any time during the year should there be changes to the frequency of Client’s established service schedule or home or living situation (remodel, change of address, number of people living in the home, significant addition of furniture, etc.)

**Lockouts**

Client shall make the service location accessible to Citrus Clean personnel on the scheduled service day. If the team is locked out of Client’s home, every effort will be made to establish contact with Client to arrange for entry into the home. If contact is not made within 20 minutes of the arrival of the cleaning team, the scheduled cleaning will be skipped & you will be charged $30 late cancellation fee, this fee is necessary to compensate the employees for unexpected lost revenue & time travel. To avoid the fee provide us with a key or code to gain entry to your home.

**Rescheduling & Cancellations**

Service reliability is extremely important, because we reserve a time especially for you. We request that you give us a minimum of 24 Hrs. advance notice if you need to cancel or reschedule for any reason to avoid incurring a $30 cancellation fee.

**Alarm**

If your home is equipped with a security system, please ensure that it is in the “Off” position or call our office with the code & proper directions for use.
If the code should change please let us know so you do not incur a lock out charge.

**Use of Home owner’s Vacuum**

If you request to use your vacuum, we will not assume or accept any liability for damage to the unit. (Since we are not responsible for maintenance of the vacuum, we will not be responsible for any repairs to it). This is important because if the vacuum is not in working order when we arrive to clean your home, we will not be able to perform any vacuuming of carpet & hard floor surfaces.

**Items That We Will Not Clean/Cannot Do**

* ***Dishes & Laundry****: We consider dishes & laundry to be daily chores outside the scope of our cleaning service. However, if there are a small amount of dishes in the sink (i.e. a couple plates and glasses leftover from breakfast) we will gladly put them in a dishwasher. We cannot economically charge for service beyond this.*
* ***Wet wiping light bulbs.***
* ***Moving heavy objects or furniture****.*
* ***Clean Mold*** *(mold removal is a specialty) Citrus Clean cannot be liable for any mold-related risks in client’s homes.*
* ***For health reasons cannot clean hoarding homes, items or areas containing any animals & humans body fluids, blood, feces, vomit, cat litter boxes, birdcages & urine or excretions****.*
* **Clean walls.**
* **Remove stickers from windows/doors/walls.**
* **Clean the exterior of the house such a drive ways, garage floor, patios or porches.**
* **Clean any vents or opening grills.**
* **Clean inside fireplace, dishwasher and washer/dryer.**
* **Pull out heavy appliances to clean around them.**
* **Clean up inside the light fixtures.**
* **Remove nails/tape/staples from any surface.**
* **We are not responsible for removing odors such as smoke and pets.**

**Unreachable Areas & Heavy items**

For safety & liability reasons, Citrus Clean does not use ladders or move items more than 35 pounds to protect our employees from injury.
If you would like cleaning behind heavy objects, please move prior to cleaning.
Our employees cannot climb higher than a step stool, move furniture or work outside of your home.

**Breakage/Damage & Loss Policy**

If you have something that is priceless or irreplaceable please put it away, while an occurrence is rare, the possibility of breakage or damage is present while we clean. Our maids exercise reasonable care when cleaning your home; our staff is required to report any incident to our office immediately, and to leave Client a note advising of such an occurrence, we carry insurance for damage or breakage caused by our maids.
We are not liable for damage that is caused by “normal wear & tear”, improper installation of an item in your home, artwork, collectibles or family heirlooms not disclosed during the booking process, these items include but are not limited to the following:

***Carpet & Rug Snags****:* Carpet snags are the result of “exposed loops” caused by normal wear & tear, moving furniture, etc. which are snagged by the vacuum. Our vacuums are set to safe standards in order to limit snags.

***Broken Blinds****:* Customers should be aware that there are some inherent risks each time your blinds are cleaned, blinds will become brittle from daily exposure to the sun, cord will weaken over time resulting in breaks.

***Improperly hung pictures/decorations/mirrors****:* If these items are securely/properly attached to the wall, they should not fall when the item is dusted or wiped.

***Artwork, Collectibles & Family Heirlooms:*** These items are expensive & impossible to replace & we will not take the risk of cleaning such items. Client should point out such items to us before starting service, Please safely secure heirlooms & collectibles prior to cleanings.
Please advise us how you would like your fragile items handled (& their care) in special account instructions.

Notification must be made within 24 hours of breakage/loss of any personal items. Once the office receives the notification, we will contact you as soon as possible. If we do not hear from you within the next 21 days, we will assume you do not want to have us resolve the issue & the situation will void. Identical replacement is always attempted but not guaranteed.
The client needs to save broken items for Citrus Clean Cleaning Service to inspect.

**Satisfaction Guarantee Policy & Re-Cleans**

We have built our business providing our clients with the best possible service available. Still, we realize that because we are human, things will from time to time get missed, should this happen email us within 24 hours & we will rectify the error at no charge.
Citrus Clean cannot guarantee the results of mini-blinds, grout, chandeliers & vaulted ceiling fans, Citrus Clean does not assume responsibility for the restoration of severely worn, stained, or mildewed caulking & grout.

**Scheduled Arrival Window**

Due to the unpredictable nature of our business, please allow us the flexibility of scheduling our cleaning between 8:00 a.m. & 4:00 p.m.
We schedule our cleanings in an order that requires the least amount of drive time in an effort to maintain low prices & avoid trip fees. If you require an specific time, we will make every effort to accommodate your request however no times are guaranteed due to unpredictable nature of our business & unforeseen circumstances (traffic jams, weather, mechanical problems, etc.).
We generally do not run more than 30 minutes earlier nor more than 45 minutes later than the scheduled appointment time, if we are running late we will give you a call.

**Holidays**

Citrus Clean does not do holiday visits, If your scheduled day falls on a holiday we will contact you to reschedule.
The following holidays will be observed:

* *New Year‘s Day*
* *Independence Day*
* *Thanksgiving*
* *Christmas Day*

**Inclement Weather**

We will be closed for business if the weather conditions are bad.

**Key Release**

Client keys are coded & stored inside a locked cabinet to which only the managers of Citrus Clean have access.
In the event the client chooses to leave a door unlocked or place a key under a mat or any other unsecured place for the cleaners to gain entry into the home, Citrus Clean will not be held liable for any damages or theft to the client home.
Upon termination/cancellation of services, Citrus Clean shall return any Client key(s) in its possession no later than 48 hours after termination of services or the next business day.