



(817) 914-5869

helpmylifecleaning.com

christine@helpmylifecleaning.com

Help My Life, LLC Cleaning Service Agreement

Thank you for choosing to be a Help My Life LLC (HML) Committed Customer Member (CCM). Thank you for entrusting your home and space to HML's cleaning service.

As a company, we here at HML want to ensure that you as the customer are provided the best service possible and therefore have established a Cleaning Service Agreement. Through our Cleaning Service Agreement, we aim to clearly communicate a standard level of professional service.

Cleaning Agreement

Through the booking of a cleaning service by telephone, e-mail, or website, Customers and Help My Life, LLC (service provider) mutually agree to the following terms:

Employees: All employees go through training to meet the standards of Help My Life, LLC. For your protection and peace of mind, all employees undergo a professional hiring process. A team leader is assigned to your home. While we make every effort to keep the same team leader assigned to your home, we cannot guarantee it. Illness, promotions, vacations, etc, can all result in a change of team or a change of cleaners on a team.

- Our employees will be respectful while in your home. They will not smoke or eat while in your home, nor do they watch TV. For their own safety, we do allow them to bring their own water with them, as well as set out for breaks during longer cleans. They do not answer the telephone or doorbell for their safety. Their only purpose while in your home is to clean.

Services: Help My Life, LLC provides whole-home cleaning services at rates made visible on our webpage.

Transparent Pricing: The costs of our cleaning and organizing services are made visible on our webpage.

Cleaning Supplies: We provide our professional house cleaners with all the necessary tools, equipment, and cleaning supplies necessary for a thorough job.

Damage or Breakage: Our professional house cleaners exercise the most reasonable care when cleaning your home. We are not liable for damage that is caused by "normal wear and tear," improper installation of an item in your home, or artwork, collectibles, or family heirlooms valued over \$100 that were not disclosed during the setup process. These items include but are not limited to the following examples:

- **Carpet & Rug Snags:** Carpet snags are the result of "exposed loops" caused by normal wear and tear, moving furniture, etc. which are snagged by a vacuum's roller brush. We take the most care possible to prevent rug snags while vacuuming but are not able to avoid wear and tear that is not readily visible and will not be responsible for any damage caused.



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- **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, and strings/chords will weaken over time resulting in breaks. For this reason, Help My Life, LLC is not liable for damage to blinds.
- **Improperly hung pictures/decorations/mirrors/clocks/fixtures:** If these items are securely/properly attached to the wall, they should not fall when the item is cleaned. Help My Life, LLC will not dust painting or any items hanging items it deems a falling risk.
- **Broken Glass:** If an item(s) made of glass is broken in the process of our cleaning service, Help My Life, LLC will assume full responsibility for the item(s). In the event that an item(s) made of glass was broken prior to our service or following our service, Help My Life, LLC will not assume responsibility and is not liable for the item(s).
- **Artwork, Collectibles, Family Heirlooms, and valuables over \$100:** These items are expensive or impossible to replace; we will not take the risk of cleaning such items. When scheduling your initial cleaning, please let us know about any of these items so we can avoid cleaning them unless the customer wants to sign a waiver of liability. It is the customer's responsibility to inform Help My Life, LLC of any new items brought into the home, after our initial setup, that falls into this category.

In the event an item is damaged or broken in your home, our personnel are instructed to call our office at once in addition to completing a damage report. Cleaners will also photograph the damage for our records. You will be notified as soon as possible via email after our office receives the completed damage report.

Hazards: You are responsible for informing Help My Life, LLC of potential hazards in the home. Should HML deem hazards a risk to health and safety, services may be subject to cancellation. If no notice is given by the Booking Party, any cancellation may be subject to HML's late cancellation fee. Hazards include but are not limited to:

- Bio-hazards; blood or any bodily fluids, mold; We are not insured to handle these tasks, nor trained/equipped.
- Fire or water damage
- Any type of bug infestation including but not limited to fleas, cockroaches, termites, and bedbugs.
- Animal waste including but not limited to litter, feces, training pads, and vomit.

Holidays: Help My Life, LLC closes on the following holidays--New Year's Eve, New Year's Day, Independence Day, Thanksgiving, Black Friday, Christmas Eve Day, and Christmas Day. Regular cleaning services will be offered for all other holidays. Should your regular cleaning fall on these days, our office will contact you approximately 1 week prior to the holiday to reschedule your cleaning. If you wish to reschedule a cleaning that falls on another holiday throughout the year, please call the office at least 2 business days in advance.



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Safety and Work Conditions:

- Temperature Settings: During summer months, many of our customers turn their air conditioning off or set them to higher temperatures while they are out of the house. On your scheduled cleaning day, we ask that you set the thermostat to, at the highest, 72 degrees Fahrenheit, so your professional house cleaners can work in a safe environment without overheating.
- For safety reasons, if our professional house cleaners arrive to a home that is warm and the air conditioning is turned off or not reduced to safe levels, our cleaners have the right to refuse service if work conditions are deemed unsafe. Due to liability cleaners will not adjust thermostat settings themselves.
- During the winter, we request that the home is between 60 and 72 degrees.
- Cleaners will NOT remove their shoes: For the safety of our employees, we do not allow cleaners to remove their shoes during cleaning services.
 - Since we clean our way out of every room, we do our best to avoid leaving anything nasty behind.

People and Pets: We are a people and pet-friendly company, within reason. If any persons or pets will be in the home while we clean, we ask that indoor activity be limited for cleaning efficiency and safety reasons. We will not clean up vomit or feces as these present a health hazard to our staff. Likewise, we will not clean cat litter boxes, bird cages, fish tanks, etc.

Payments:

- Cash or check payments must be made at the time of the booked service.
- If the Booking Party fails to pay any invoice 3 days after the due date Help My Life, LLC is entitled to suspend any future service until payment has been received.

Customer's Printed Name _____

Customer's Signature _____

Date _____

Help My Life, LLC Agent's Printed Name _____

Help My Life, LLC Agent's Signature _____

Date _____



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Help My Life, LLC Customer Commitment Agreement

Thank you for choosing to be a Help My Life LLC (HML) Committed Customer Member (CCM). Thank you for entrusting your home and space to HML's cleaning service.

It is our pleasure to offer a thank you gift. As part of your commitment to us, we are offering you a set of discounts, in the form of packages, that you can choose from. Please, feel free to choose the one that best suits your lifestyle. The packages are listed on the following page. Each package includes a short description along with its listed price. Please, let us know which plan most interests you. We would love to help you and are so excited to get started!

As an HML Committed Customer, you will be given the first choice of schedule. In addition to this, we will clean the baseboard of one room free of charge. To begin, we ask for a deposit of \$80. This is the deposit for any single plan. This deposit will go towards the cost of your plan and will be deducted from the total cost. The deduction of the deposit will be removed from the payment of the last cleaning service scheduled. In the event that you decide to cancel, the \$80 deposit will not be refunded.

48 hours before your next scheduled cleaning, you will receive a text message to confirm your service with HML. It is at this time that you can prepay for your cleaning service to avoid worrying about payment at a later time.

Our goal here at HML is for you to be satisfied! During our 4-hour minimum cleaning, we will try our best to give you the best service at the best quality. Regardless of the package you choose or the number of hours you book, we will complete our given tasks within those specified hours to the best of our ability. At Help My Life, LLC we are dedicated to providing cleaning and organizing services with the highest quality as we strive to bring peace of mind to everyday, busy individuals through empathy, trust, and understanding. ***This is our mission.***

**Thank you for choosing HML. We so look forward to working with you again.
Please help HML by spreading the word about our services!**

Please check off the Category you would like to sign up for below:

Category A

- Three Month Commitment (one service per month)
- Original price is \$570 in total
- 7% off per cleaning
Gratuity is not included.

\$530
HML Committed
Customer Member

Category B

- Three Month Commitment (two services per month)
- Original price is \$1140 in total
- 12% off per cleaning
Gratuity is not included.

\$1003
HML Committed
Customer Member

Category C

- Six Month Commitment (one service per month)
- Original price is \$1140 in total
- 7% off per cleaning
Gratuity is not included.

\$1060
HML Committed
Customer Member

Category D

- Six Month Commitment (two services per month)
- Original price is \$2280 in total
- 12% off per cleaning
Gratuity is not included.

\$2006
HML Committed
Customer Member

Category E

- One Month Commitment (one service per week)
- Original price is \$720 in total
- \$145 per cleaning
Gratuity is not included.

\$580
HML Committed
Customer Member

Customer please print your name: _____

Date _____ Signature _____

HELP MY LIFE L.L.C. Signature _____

Date _____

*"Do not neglect to do good and to share what you have, for such sacrifices are pleasing to God."
Hebrew 13:16*