



CLEANING SERVICES CONTRACT

This service agreement is dated _____ by _____ (Client) located at _____ between Supreme Clean Home Solutions (Service Provider).

Client agrees to pay Service Provider the sum of _____ for the Services to be rendered. Payment shall be made on the date of service with a check or credit card we have on file.

RATE ADJUSTMENTS

The Service Provider reserves the right to adjust or increase service rates at any time. We have the right to void any discounts at any time.

WORKING ENVIRONMENT REQUIREMENTS

The Client agrees to maintain a safe and comfortable working environment for the cleaning staff while services are being performed. Due to the extended duration of cleaning activities, indoor temperatures must be maintained as follows:

- During summer months, the thermostat shall be set to no higher than 69 degrees Fahrenheit.
- During winter months, the thermostat shall be set to no higher than 74 degrees Fahrenheit.

If the heating or cooling systems are inoperative or if the indoor temperature does not meet these requirements, the cleaning appointment will be canceled and rescheduled at a later date when proper conditions can be ensured.

LIMITATIONS OF CLEANING SERVICES

The Company provides professional cleaning services and does not perform restoration services. While we will make every reasonable effort to safely remove mold, mildew, rust, and other debris from surfaces, we will not utilize products or methods that may compromise the integrity of appliances, countertops, floors, walls, blinds, toilets, cabinets, or other household materials.

The Client acknowledges that, despite our best efforts and cleaning techniques, some stains, buildup, or debris may not be completely removable. The Company shall not be held responsible for items or surfaces that are beyond normal cleaning due to age, wear and tear, or conditions that warrant replacement rather than cleaning.



CLEANING SERVICES CONTRACT

GUARANTEE

Service Provider guarantees that the Services will be performed in a professional and workmanlike manner, and that all equipment and materials used in connection with the Services will be of good quality and safe for their intended use. If Client is not satisfied with the Services, Service Provider will re-perform the Services at no additional charge or refund the Client the amount paid for the Services. The Client has 24 hours to report any issues or concerns.

EMPLOYEES

Service Provider shall be responsible for all its employees and agents used to perform the Services. Service Provider represents and warrants that its employees and agents are qualified to perform the Services and have been subjected to background checks, drug testing, and other checks as required by law. Service Provider shall be responsible for any injury or damage caused by its employees or agents.

CONFIDENTIALITY AND RATE DISCUSSION GUIDELINES

The Service Provider is committed to treating all Client information as confidential and will not share it with any third party without obtaining the Client's prior written consent. The Service Provider will utilize the Client's information solely for the purpose of delivering the Services.

Please refrain from discussing your rate with others. Each home is unique in terms of size, condition, and service frequency, which may differ from those of other customers.

DATE AND TIME

The Services shall be performed on a predetermined date and time via our online website or a phone call. A credit card has to be on file in our secure booking platform for all appointments.

If for any reason Service Provider is unable to perform the Services on the scheduled date, Service Provider will promptly notify Client and reschedule the Services for a mutually convenient time. If the Service Provider cannot gain access into the home (ex. key left in a predetermined area or a door open) the Service Provider will charge 50% of the service.



CLEANING SERVICES CONTRACT

SAFETY

We are committed to maintaining a safe atmosphere for all. Therefore, we will not tolerate any form of derogatory behavior, including racist or sexual remarks or actions, visible weapons, or aggressive animals on the premises. If a cleaning staff technician feels uncomfortable at any point, they have the right to cease service.

Furthermore, cleaning staff will not be able to address areas beyond a certain height or fulfill requests that fall outside their designated scope of work (e.g., disassembling a stove vent, cleaning inside a washer drum, or moving a refrigerator away from the wall) due to insurance coverage and safety considerations. If the Client wishes to have cleaning done behind a stove, refrigerator, washer, or dryer, or any other item, it is the Client's responsibility to move these items and replace them afterward.

CANCELLATION

Client may cancel the Services within 48-hour notice from the appointment date with an email, phone call, or by using our booking portal. A cancellation of 50% of the service will apply if less than 24 hours.

TERMINATION

Termination Either party may terminate this Agreement at any time by providing the other party with written notice. Service Provider shall be entitled to payment for all Services performed up to the date of termination.

INSURANCE

Service Provider shall maintain, at its own expense, commercial general liability insurance with limits of not less than \$1 Million (\$1,000,000.00) per occurrence and \$2 Million (\$2,000,000.00) in the aggregate. Service Provider shall provide Client with proof of insurance upon request.

INDEMNIFICATION

Service Provider shall indemnify and hold harmless Client from any and all claims, damages, expenses, or liabilities arising out of or in connection with the performance of the Services, including but not limited to claims for personal injury, property damage, or wrongful death, whether caused by the negligence of Service Provider or otherwise.

GOVERNING LAW

Governing Law This Agreement shall be governed by and construed in accordance with the laws of TENNESSEE.



CLEANING SERVICES CONTRACT

ENTIRE AGREEMENT

This Agreement constitutes the entire agreement between the parties and supersedes all prior understandings, agreements, or representations, whether written or oral. No modification, amendment, or waiver of any provision of this Agreement shall be effective unless in writing and signed by the parties.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

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CLIENT NAME

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CLIENT SIGNATURE

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CLEANER SIGNATURE

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DATE

Notes

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