



## TERMS & CONDITIONS/FREQUENTLY ASKED QUESTIONS

### **What are Majestic Cleaning of FL's payment requirements?**

We accept cash, check or online payment. We ask that payment is rendered at the time of each service. If a check is returned by the bank, the bank's check return fee will be added to the client's next invoice (\$30.00) and, in some cases, Majestic Cleaning of FL may require cash only for future appointments. If you prefer to pay by a debit or credit card, there will be a 3% convenience fee added.

### **What does Majestic Cleaning of FL supply?**

Majestic Cleaning of FL supplies all cleaning products. If you have special cleaning supplies you prefer us to use, just leave them out in plain sight for us to easily see when we arrive. If you request us to use a particular product we will require you to sign a waiver stating that we are not liable for any damage caused by the product. You will be responsible to replenish it when necessary.

### **What does the client supply?**

Majestic Cleaning of FL requests that you supply a vacuum cleaner (for health and allergen reasons we prefer not to transfer vacuum cleaners from home to home), large plastic garbage bags and a safe stool or ladder to reach tops of cabinets, etc. We ask that you keep your vacuum cleaner in good condition in order that we can do the best job possible on your floors and carpets. If the vacuum does not work efficiently we are not responsible for the condition of said areas.

### **What do I need to do before my scheduled cleaning?**

As a courtesy to our team, to enable us to get the job done efficiently, within the time allotted and to your complete satisfaction, we do ask that clothing, toys and other household items be picked up and put away. Kitchen counters should be clear of clutter including dishes in the sink. (We are more than happy to load/unload the dishwasher and clean dishes but there will be an additional charge for this service). If a client's home is excessively cluttered which hampers our ability to clean efficiently and thoroughly, a charge will be levied for the additional time it takes to satisfactorily complete our services under this agreement.

### **What if I want to cancel or change my schedule, or an individual appointment?**

To cancel, or change/adjust, your scheduled appointment, as a courtesy Majestic Cleaning of FL requires a minimum of 24 hour notice. You can call, email or text. If, however, you wish or need to skip an appointment altogether, please note that the next cleaning will reflect the price for the next level of frequency. This price will be noted on your agreement. This is due to the extra work involved when a longer time than usual has elapsed between your regular scheduled cleanings.

### **What if I can't be home?**

Majestic Cleaning of FL is fully licensed, bonded and insured. You can leave a key in a pre-designated location or provide a duplicate key. If your home has an alarm system, Majestic Cleaning of FL will require the code. We will reset the alarm when we leave.

### **What if an employee breaks something?**

Majestic Cleaning of FL is very careful and respectful of your possessions when cleaning your home. However, occasionally something may be broken. If this occurs please notify us immediately via the "Contact Us" tab on our website (<http://majesticcleaningfl.com>) to send us an e-mail, or call Majestic Cleaning of FL's office at 813-803-2641, and we will make arrangements to rectify the situation.

**NOTE:** There are certain items Majestic Cleaning of FL cannot be responsible for, including hanging wall items not properly affixed to the wall, such as art, decorative pieces, or shelves. In addition, irreplaceable items such as jewelry, collectibles, etc. are the responsibility of the client to put away in a safe place. Also, please be aware that small items such as coins, jewelry, or other small valuables left under beds, low furniture, or in couch/chair cushions could be inadvertently sucked into the vacuum.

### **What is Majestic Cleaning of FL's refund policy?**

Your satisfaction is most important to us. If, for any reason, you are not satisfied with a provided service, Majestic Cleaning of FL asks that you notify us **within 48 hours** (through our website contact form or telephone to the business number (813-803-2641) to discuss the situation. Majestic Cleaning of FL will handle the issue by returning to provide the necessary services required until you're happy the job/issue has been rectified to your complete satisfaction. If more than 48 hours have elapsed since the appointment, we reserve the right to address the issue at the next scheduled cleaning.

Majestic Cleaning of Florida  
<http://MajesticCleaningFL.com>  
813-803-2641



**What if I have pets?**

We love pets, but they may not always love us! If your pets are unaccustomed to strangers, let us know. We will require these pets to be put in a crate/kennel, or in a room we will not be cleaning. However, most pets feel comfortable with us after a few visits.

**Do I have to sign a contract?**

No. However, we do require you to sign our Service Agreement, which outlines the services we have agreed upon, our policies, pricing, your responsibilities, and that Majestic Cleaning has your permission to enter your home. This helps us to ensure a mutually beneficial partnership with each of our clients. You may cancel the Service Agreement at any time with a minimum of 24 hours' notice.

**Will the same team clean my home for each appointment?**

We make every effort to send the same team to your home for every cleaning. However certain situations may make this impossible (sickness, vacations etc.). In these cases we will endeavor to send at least one of your regular team members with a substitute Majestic Cleaning cleaner. If our schedule permits, we will send one of the owners of the company as a substitute. Our clients' peace of mind is paramount.

**How often should I have my home cleaned?**

We recommend our cleaning service be performed every two weeks. Bi-weekly cleaning enables us to maintain your home to the highest standard of cleanliness possible. While we always strive to work with your schedule, preference is given to our weekly and bi-weekly clientele so, should you choose a less frequent service such as monthly or one-time cleanings we will do our best to schedule you for a mutually convenient day and time.

**How much do you charge to clean?**

Several factors are involved when pricing our services. We are more than happy to visit you to discuss your particular needs, view your home and provide an individual estimate.

When you do decide to hire our company to clean your home, we usually require an initial clean. This initial clean enables us to accurately assess how long your particular home and special requests (if any) will take to accomplish. It also enables us to get your home up to our "maintenance level" so that regular weekly or bi-weekly cleanings can be efficiently carried out. This first-time appointment will be charged on an hourly basis at our standard hourly labor rate in effect at the time. After the initial clean we will be able to provide you with an accurate price for regular maintenance cleaning. The most competitive prices are for weekly or bi-weekly service. Certain other factors may affect the price and these will be discussed during our initial cleaning, or consultation.

We do our utmost to meet our clients' expectations by doing a thorough, detailed job every time. This cannot be achieved if we are rushed to meet a time constraint. If you are looking for a company to provide your home cleaning needs cheap and fast, we are not a good fit for you.

**What if I don't require certain tasks to be done?**

We are more than happy to customize our services to meet your particular needs or budget. In order to meet a budget, we can agree upon a set number of hours for us to clean - working our way through a prioritized list of tasks you provide. Some clients prefer this way as it enables us to focus our cleaning on the more demanding areas of your home, such as bathrooms, floors and kitchens.

**What is not included in your regular services?**

For their own protection, Majestic Cleaning employees are instructed not to touch or move personal items such as jewelry or to clean up blood, urine or human or pet feces. Dusting, cleaning and/or moving of delicate knick-knacks and items classed as accessories are not cleaned unless specifically requested and incorporated into your customized cleaning program. Inaccessible areas such as under furniture are not included. Employees are also instructed not to lift or move heavy objects or items of furniture. Due to the delicate nature of modern computer & flat screen TVs, we do not clean these items unless the client leaves a cleaner specifically designated for such objects. Some cleaning tasks are required on a less frequent basis. Details and pricing can be found on our website or requested from your cleaning technician. These services can be scheduled at any time with prior notice.

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