



# TERMS & CONDITIONS

## Before the Cleaning

- Prepare the area: Remove toys, personal items, pet waste, and other items from floors and surfaces.
- Dishes: Place them in the dishwasher or request as an extra service (check pricing table).
- Pets: Ensure they are in a safe location especially if they are not friendly.
- The service includes changing the sheets on one bed. For the other beds, we can make them neatly. If you'd like us to change the sheets on all beds, there is an additional fee of \$15 per bed.

## Payments

- Payment must be made immediately after cleaning via:
- Invoice (credit/debit cards): 3% processing fee.
- Card Reader: 4% processing fee.
- Cash, Zelle, Check no fee (placed in a sealed envelope provided by ECOCARE).

## Cancellation Policy

- Cancellations with less than 48 hours' notice:
- 50% of the cleaning cost for one-time clients.
- 35% of the cleaning cost for contract clients.
- \* Rescheduling will only be done after payment of the cancellation fee, which is retained for future cleanings.

## Additional Services

We offer extra services, including:

- Organization;
- Dishwashing;
- Laundry;
- Windows (inside and out), window sills, doors, door frames, baseboards, and blinds;
- Walls (subject to conditions, as repainting may be a better option);
- Refrigerator;
- Oven;
- Inside kitchen or bathroom cabinets.

**Check our pricing table for more details.**

## Other Services

- Residential Cleaning;
- Commercial cleaning;
- Pet sitting;
- Carpet cleaning;
- Interior and exterior painting;
- Pressure washing;
- Sales of our eco-friendly products.

## Re-Cleaning Policy

- If the service is unsatisfactory, send photo or videos on the same day. We will return on the same day.
- The team will not be sent back on subsequent days to avoid schedule disruptions.
- If the team cannot return the same day and the issue is proven, discounts of up to 40% may be applied after ECOCARE's final analysis.
- No discounts will be given without proof or if the client refuses the team's return.

## Benefits for Contract Clients

- Up to 20% discount for military members (depends on house size, cleaning type, and frequency).
- Without a contract: Maximum discount is 5%, applicable only to one-time cleanings.
- Exclusive end-of-year kit, including new product launches.
- Reduced cancellation fee (35%).
- 10% discount on additional services.
- We apply a 5% annual cleaning cost adjustment for clients with contracts, effective every January 1st.

## Without a Contract

If you choose not to proceed with a contract, standard rates and policies apply.

- Cancellation fee: 50% of the total cleaning cost (paid at the time of first cleaning scheduling).
- For contract clients: 35% cancellation fee (paid at the time of first cleaning scheduling).
- We apply a 10% annual cleaning cost adjustment for clients without contracts, effective every January 1st or every 6 months depending on the client's schedule frequency.



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## Photo Policy

- The team is authorized to take photos of the house with date, address, and time stamps.
- Photos are solely for company verification purposes to ensure cleaning quality.
- It is strictly prohibited to take photos of personal items or use photos for non-company purposes.
- The company will only use photos that do not show any private details of the client's home.

## Service Frequency Policy

### Weekly:

Must be completed within 7 days. If canceled, the cancellation fee already retained by us will be applied. To reschedule, you must pay the fee again, which will be retained for future cancellations. If the cleaning is not completed within 7 days, the rate will change to the biweekly cleaning rate.

### Biweekly:

Must be completed within 15 days. If canceled, the cancellation fee already retained by us will be applied. To reschedule, you must pay the fee again, which will be retained for future cancellations. If the cleaning is not completed within 15 days, the rate will change to the monthly cleaning rate.

### Monthly:

Must be completed within 30 days. If canceled, the cancellation fee already retained by us will be applied. To reschedule, you must pay the fee again, which will be retained for future cancellations. If the cleaning is not completed within 30 days, the rate will change to the deep clean or heavy-duty cleaning rate, depending on the condition of the home.

### Other:

[Specify]

## Arrival Time Window Policy

We have a 1-hour arrival window. For example, if your scheduled time is 12 PM and there is any delay, our workers have until 1 PM to arrive. Any delay beyond this will be communicated as quickly as possible, as unforeseen circumstances may happen.

## Payment Instructions for Check or Cash

If you chose to pay with a check or cash, EcoCare will provide an envelope for you to place the payment and seal it. Always leave the sealed envelope on the countertop or kitchen table where it is visible. Workers will not pick up unsealed envelopes and will not leave without payment. To avoid delays, please ensure everything is ready for them to collect at the beginning of the cleaning service.

## Important Notice About Cleaning Rates

The cleaning rates were agreed upon based on the regular condition and structure of the home at the time of the initial arrangement. If any significant changes occur that affect the time or effort required — such as:

- New household members;
- Guests or visitors staying during the cleaning;
- Addition of pets;
- Increased furniture or clutter;
- Any other relevant changes in the household dynamic.

The cleaning fee may be adjusted accordingly.

Additionally, if there are guests present during the cleaning, an extra fee starting at \$30 will be applied, depending on the number of people, pets, or other conditions that may interfere with the cleaning service.

Our goal is to maintain high-quality service with transparency, respect, and balance for both sides.

**Please note:** Our company policy for online quotes states that if, upon arrival, the cleaning required exceeds the fair expectations based on what was communicated during the booking, the price may be subject to adjustment.