



Live Green, Live Cleaner

## CLIENT SERVICE AGREEMENT

### SECTION 1:

Under this agreement both parties (GREENHOUSE ECO-CLEANING LLC and CLIENT) hereby agree to the terms and conditions of this agreement set forth on \_\_\_\_\_ (date) (required)

I \_\_\_\_\_ agree to pay the amount of \_\_\_\_\_ per hour plus tax for \_\_\_\_\_ (# cleaner/s) on date of service to Greenhouse Eco-Cleaning for 1st initial cleaning. (required)

AND \$ \_\_\_\_\_ per hour every date thereafter as long as it does not exceed 4 months following the initial as requested (one time service clients leave blank). (required)

### SECTION 2:

#### CUSTOMER SATISFACTION/PAYMENT & REFUND POLICIES:

Payments made prior to service being done are fully refundable before day of service minus the late cancellation fee. If payment is not met on date of service the client will be responsible for any and all legal expenses incurred by GREENHOUSE ECO-CLEANING to collect payment. Clients are allowed 10 days grace period to pay in full after the due date and no later. After the due date residential clients will be subjected to 2.50% late fee every 14 days and commercial clients 5% every 30 days. Clients must clearly state service specifications prior to service date to "GREENHOUSE" (see service list & our policies). It's the client's responsibility to review services performed after the job has been completed. Regardless if we meet the client's expectations, the price agreed upon must be paid in full. We gladly offer return visits for unsatisfied clients within 24-72 hours ONLY following the service in question. But we do not refund payment once service has been performed. Please read our service list, policies and clearly state services being requested so there are no misunderstandings or assumptions made by either party. Additionally, all damages/missing items must be reported within 48 hours of service otherwise we shall be held without blame. GREENHOUSE must be notified in advance of any household items or fixtures that are broken, fragile or unsecured, if any damage is caused to such items due to lack of notification, GREENHOUSE shall be held without blame. Cleaning of blinds will be at the client's risk, if blinds break during the cleaning process.

### SECTION 3:

Payment must be paid in full on date of service by credit card for each visit. If you have set up a credit card billing with GREENHOUSE and you would like to cancel your service please mail us a letter in writing 7 days prior to your next cleaning. Time is very important. Please notify GREENHOUSE of any changes or cancellations 24 hours before your scheduled service, to prevent our staff from arriving to an unanswered door. Cancellations made less than 24 hours prior to a service appointment, will incur a \$40 (\$50 - commercial) last minute cancellation fee per Cleaning Consultant. There is a 3-4 hour minimum on all cleanings. Please be aware that the per hour rate increases with each consultant that is added to a project. There will also be a \$5 fee for last minute cleaning request for follow-up cleanings with a turn around of less than 8 hours.

Hiring past or present GREENHOUSE employees for residential or commercial or any cleaning outside of our agreement which directly or indirectly competes with our services is prohibited while you are a client and for a period of 12 months following the termination of our agreement. We ask our clients to respect our policies and understand the importance of holding our clients and staff to the highest moral standard.

### SECTION 4:

I have read GREENHOUSE ECO-CLEANING general service menu OR provided a customized order form and fully understand services that I will be receiving on date (s) of service.

By signing this agreement I have also read & agreed to the terms of "GREENHOUSE ECO-CLEANING PAYMENT/REFUND POLICY" fully.



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Tipping is greatly appreciated and is typically 15-20% of the regular cleaning price. We actively monitor gratuity levels as a tool for gauging client satisfaction. Tips in the form of cash can be left in small envelopes with clear instructions along with Cleaning Consultants name. We do not accept tips via credit card.

GREENHOUSE provides environmentally friendly supplies (vegetable base, aromatherapy/essential oils products) to keep you, your employees, family and pets healthy while living in a clean environment. I, the client have agreed to allow Greenhouse Eco-Cleaning to use their own cleaning products and will allow them to use for sanitary purposes our toilet bowl brush, mop, vacuum, trash/recycle bags, bucket and broom. If these items are not provided it will directly affect the quality of GREENHOUSE's work and therefore GREENHOUSE shall be held blameless. At no point will I request GREENHOUSE consultants to use chemical based products.

Upon arrival at my home/business, GREENHOUSE has reserve the right to increase hours needed if I have misinformed them about, square footage, number of floors etc. We ask our clients to be as honest as possible, read our policies and provide accurate description of your home/office and its condition. Keep in mind; most of our estimates are done via phone. Although 98% percent accurate, there will be that 2% who provides inaccurate information to us. Definitions of level of the location present condition are listed here:

- Light - Spaces that have been maintained by regular housekeeping and has 1 layer of dirt build up.
- Medium - Spaces that has been maintained once per month or every couple of weeks and has 2 layers of dirt build up.
- Deep - Spaces that have NOT been maintained by regular housekeeping and has 3-4 layers of dirt build up.
- Heavy Duty - Spaces that have NOT been cleaned in years and has 4-6 layers of dirt build up.

By signing this agreement I understand and fully comply with GREENHOUSE's fees, I am also aware of additional fees that could be assessed if I have misinformed GREENHOUSE in any shape or form.

Additional Services: If you believe you will be requesting additional services during your follow-up service in the future such as inside of oven, fridge, microwave, dishwasher, closets, cabinets, windows please let GREENHOUSE customer service know prior to your appointment so that we may alert the consultant to your needs and allow for a time extension on the cleaning if needed.

**SECTION 5:**

**ALL PARTIES ACKNOWLEDGE AND CONFIRM THAT I HAVE READ AND APPROVE THE TERMS AND CONDITIONS SET FORTH IN THIS SERVICE AGREEMENT INCLUDING Section 1, 2, 3 & 4.**

**Service Location Address (required):**

Full Name: \_\_\_\_\_

Street: \_\_\_\_\_ Apartment # \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ - \_\_\_\_\_ Ph: \_\_\_\_\_

Your Signature:

\_\_\_\_\_

**(required)**

Once you have read and signed the "Client Service Agreement" please fax it to  
GREENHOUSE ECO-CLEANING AT 718.715.7334