



SERVICE AGREEMENT

GUARANTEE: We guarantee our work for full-service cleans that follow our standard procedures, checklist, and use our supplies, in homes that are not occupied by people or roaming pets during service. If you are unhappy with your service, contact us within 24 hours with photos, and we are happy to touch up those areas for 30 minutes at no additional cost within 48 hours. If photos are not provided, clients must be present during a re-clean to confirm completion. We charge by the hour, so we do not offer refunds for work not completed (because it is not billed). If you refuse a re-clean or cannot provide photos of the mistake in question, your service will not be refunded or discounted.

EXCEPTIONS TO GUARANTEE: Services with time or budget restrictions, special-request supplies or equipment, roaming pets, or people occupying rooms while we're working are considered maid services, which voids our work guarantee, but we're happy to accommodate your budget and busy home regardless. Providing us your own "list" of tasks to complete, or adding new requests/notes for us within 48 hours of your service voids our work guarantee, and limits our ability to fulfill the requests. Lack of utilities or extreme temperatures - should we choose to still perform service - void our work guarantee.

SUPPLIES: We are a business operating as an independent contractor, and we provide our own cleaning supplies but we use clients' toilet brushes when available. Clients may provide or request supplies, but we do not accept responsibility for any damages that result from handling the requested chemicals or tools. Requesting changes to our standard tooling procedures voids our work guarantee.

SERVICES NOT OFFERED: We are not equipped to service hoards, biohazards, mold, bed bug; cockroach; or mouse infestations, syringes or drug paraphernalia, or discretionary amounts of feces, vomit, blood, or urine. Failure to disclose such conditions despite our due diligence, are considered lockouts with a fee applied. Biohazard fees may apply for cleaning or replacing our equipment. Because we are not vent, upholstery, window, carpet, laundry, antique or specialty floor professionals, we do not guarantee our work in these areas, and may skip cleaning for items beyond our expertise or that are unreachable to us.

CANCELLATIONS: Late cancellations within 48 hours of the job start time (business day hours) are charged a cancellation fee equal to our service minimum: 2 hours of work per technician. Two consecutive cancellations is termination of service. Delays within the same day are not considered cancellations if we can accommodate them, but reschedules to any different day are cancellations since we cannot recover work for the cancelled day, and we pay cancellation fees to our technicians to aid their lost income. Cancellation hours apply on week days, so jobs scheduled on Monday morning can be cancelled for free on Thursday morning of the prior week, before the same time as the job start time (not on Saturday).

LOCKOUTS: If your home is not accessible to our technicians at the scheduled start time, we will wait 15 minutes before leaving and charging a lockout fee equal to our cancellation fee. Lockouts include locked doors, refusal of access by security personnel, presence of biohazards, animals, water or power outages, lack of heat or A/C in low or high temperatures (60 F or 80+ F) by discretion, lack of parking, or any safety concerns including shoe removal requests (our technicians will not remove our shoes; rubber soles are required for workplace safety). Two consecutive lockouts is termination of services.

PARKING FEES: Parking fees, including tickets or tows that result from illegal instructions provided by the client are billable.



SERVICE AGREEMENT (CONTINUED)

TECHNICIANS ON-DUTY: We like to send the same technician(s) for each of your services, but substitutions will occur during periods of internal changes or sickness to ensure your continuous service. Refusing service due to a personnel change is considered a lockout, and if your refusal of our technicians is discriminatory, then our company is not a match for your home and your service will be terminated.

PETS: We are happy to service pet homes. Clients agree that our business is not responsible for pets that harm themselves by consuming our chemicals or supplies. We ask that you keep your pets safe and reduce billable cleaning time by keeping them in a room or cage, away from the cleaning area, and to reduce risks of liabilities, trip hazards, and safety concerns to them and our techs. Roaming pets slow us down and void our satisfaction guarantee, and can result in cancellation of service if technicians feel unsafe, with a fee applied. Animal bites are charged a \$500 inconvenience fee plus medical & legal fees.

BILLING TIME AND ARRIVAL: Clients are expected to arrange legal and close parking for us, and provide us with key fobs, codes, and instructions for building access at the time of booking, to keep service costs as low as possible. Time begins once we arrive at the building and attempt contact with you or security personnel (ringing a doorbell or buzzer, a text, a call, or a key/collateral exchange). Our technicians will not respond to texts or calls while they are driving or parking, and they will not inform you when they are “close,” and if they do not know where to park, will leave with a lockout fee applied. Our first and last trips to-or-from your building are not billed, but extra trips we have to make moving vehicles from timed/permit-only parking areas in the city (including walking to-and-from different parking zones after moving our vehicles) or to haul supplies from parking garages or lots as necessary to complete our service, do not pause the clock. Time is charged in 15-minute increments with a 15-minute minimum (meaning, requesting added tasks that take “2 minutes” are charged as 15 minutes).

OCCUPIED ROOMS: Closed doors or occupied rooms will be skipped. We will never tell you where to go or ask you to move in your own home, so we skip cleaning in occupied rooms if you’re home during your service, unless otherwise instructed. We are happy to switch rooms with you, or work “around” you in the home while you are there, but because doing so changes our process, it voids our work guarantee. Occupying the home while we are onsite also slows us down, and therefore increases the cost.

CHILDREN: Keep your children safe by having an adult supervise them at all times, keeping them away from cleaning areas containing hazardous chemicals and plastic bags. Reduce billable cleaning time by keeping our technicians’ attention on cleaning, as watching children or our supplies increases our cleaning time. Clients agree that our business is not responsible for children or adults who harm themselves by our chemicals, equipment, or routines in the home.

PHOTOS: Photos that we take for internal business documentation will not be used for marketing materials unless we obtain permission from you first, or unless they’re completely unidentifiable (i.e. closeups of toilet tank dust, drains, empty appliances or standard fixtures, etc.), meaning anything that we won’t be able to identify in the future and that we believe you wouldn’t be able to identify yourself.



SERVICE AGREEMENT (CONTINUED)

DAMAGES: Obsessive Cleaning Disorder carries liability insurance, but is not responsible for any damages to objects that are not properly secured in the home such as insufficiently secured blinds or wall hangings, wobbly furniture, or any accident-in-waiting despite proper care by us, nor for damages to tools supplied by the client at their request. Maintenance problems like bad caulking or clogged drains are not covered by our work guarantee. We do not attempt unclogging for items appearing backed up. Clients agree that cleanliness is a priority over small, wear-and-tear-like nicks or scratches to items with significant buildup (ovens or stoves with caked-on grease, or rust stains) which require some level of abrasive or sharp tools, heat/steam, or heavier chemicals. Cleaning layers of buildup may also reveal scratches that were already on the surface before we serviced it, so discretion will be made on a case-by-case basis with the servicing technician's input, for complaints regarding light scratches/nicks. If we are to replace or fix any item in the home damaged by us, all invoices must first be paid in full.

PAYMENT: Payment is due upon the completion of service. Credit cards on-file are charged automatically, and credit cards on file may be pre-authorized ahead of service, or charged a non-refundable deposit equal to our cancellation fee up to 48-hours ahead of service. Cash payments are accepted and must be pre-arranged and made in full - available on the kitchen counter when we arrive. We do not carry or issue change. Technicians will not return to a site until all invoices are paid in full.

LATE PAYMENTS: Invoices paid in full are paid earlier than the 48-hour cancellation window prior to your next scheduled cleaning. If an invoice for a previous clean is unpaid within 48 weekday hours of the next scheduled cleaning, then the upcoming cleaning will be canceled but we will not stack a new late cancellation fee. We are happy to still provide service once all balances are paid in full - if we have not already filled your timeslot - even if paid inside the 48-hour late cancellation window.

TIPS: We never expect or ask for tips. If you insist on leaving one for your technician, we recommend placing it inside a sealed envelope with the technician's name on it to ensure it gets to the intended recipient, as management does not make tipping decisions, take tips, or force splitting unless you don't specify your intent. If you call our business and provide instructions for how you'd like a tip distributed, such as on a credit card, we are happy to accommodate payments by your special request only.

NON-SOLICITATION OF EMPLOYEES: The client agrees to pay a penalty of \$1,500 should he or she engage current or former employees for 1 year past the date of last cleaning performed by Obsessive Cleaning Disorder LLC.

ATTORNEY'S FEES: If any action at law or in equity is necessary to enforce or interpret the terms of this Agreement, the prevailing party shall be entitled to reasonable attorneys' fees, costs and necessary disbursements in addition to any other relief to which such party may be entitled.

JURISDICTION: The laws of Pennsylvania apply and exclusive jurisdiction and venue is in the courts located in Allegheny County, Pennsylvania.