



SERVICE AGREEMENT

GUARANTEE: Our satisfaction guarantee is a work guarantee. If you are unhappy with your service, contact us within 12 hours with photos and we are happy to re-clean those areas for 30 minutes at no added cost. Without photos, clients must be present during a re-clean to confirm expectations are met.

EXCEPTIONS: Requested changes to our standard routines – time or budget restrictions – limited or partial cleans, special tooling requests, clients occupying rooms, or roaming pets void our work guarantee. We are happy to accommodate your budget and busy home by adjusting what we promise. Because we bill against time (hourly), work not performed is not billed, so we do not offer refunds.

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 specific supplies, but we do not accept responsibility for damages caused as a result of those chemicals or tools.

SERVICES NOT OFFERED: We are not equipped to service hoards, biohazards, mold remediation, bed bug, cockroach, mouse or other infestations, discretionary amounts of feces, vomit, blood, urine, home or pet care, medical syringes or drug paraphernalia. Failure to disclose such conditions are considered lockouts with a cancellation fee applied. We are not mold, vent, upholstery, or carpet/floor specialists.

CANCELLATIONS: Late cancellations within 48 hours of the job start time are charged a cancellation fee equal to 1 hour of work per assigned technician. Two consecutive cancellations is considered termination of services. 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 canceled day. Cancellation hours are based on weekday hours, so jobs scheduled on Monday morning can be cancelled for free on Thursday morning of the prior week, or earlier, by the same time as the job start time.

LOCKOUTS: If your home is not accessible to our technicians at the scheduled start time, we wait 15 minutes before leaving and charge a lockout fee equal to a cancellation fee. Lockouts can include locked doors, presence of animals, biohazards, water or power outages, refusal of access by security personnel, lack of parking, or any safety concern. Two consecutive lockouts is considered termination of services.

ARRIVAL, PARKING, & TIME START & END: Time begins once we attempt contact with you or your property's security personnel upon arrival - your doorbell, a buzzer, a key or collateral exchange with security, or a text or call, and is charged in 15-minute increments. Any additional time added initiates a new 15-minute minimum. Clients are responsible for providing parking and entry instructions, and time that we spend figuring out where to park if your instructions were illegal or incomplete – can also start the clock. Delays in providing us access to the home are included in billable time. Our first and last trips into and out of the home are not billed, but we make trips during the cleaning process to retrieve or load supplies during our cleaning process, or to move vehicles from a timed parking area, and these trips do not pause the clock. Arranging convenient parking for us keeps your bill as low as possible.

PARKING FEES: Parking fees, including tickets or tows resulting from illegal instruction, are charged.

TECHNICIANS ON-DUTY: We love consistency, and we aim to send the same technician(s) for each of your services. However, substitutions may occur to ensure we offer continuous service during periods of internal changes or sickness. Refusing service due to a personnel change is considered a lockout.



SERVICE AGREEMENT (CONTINUED)

PETS: We love your pets, and are happy to service pet homes. We ask that you keep your pets safe, plus reduce your billable cleaning time by keeping pets in a room or cage, away from the cleaning area, and to reduce risks of allergies, liabilities, trip hazards and safety concerns for our techs. Roaming pets void our satisfaction guarantee for pet-related messes including fur. Animal bites to our staff will be charged \$500 inconvenience fee in addition to associated medical and legal fees.

OCCUPIED ROOMS: Locked doors or occupied rooms will be skipped. Occupying rooms during the cleaning process (including walking on wet or cleaned floors, cooking a meal while we are onsite, entering the home from outside, or roaming pets/pet hair) void our work guarantee.

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 interacting with children increases the time we spend.

DAMAGES: We carry liability insurance, but are not responsible for any damages to objects that are not properly secured in the home such as wall hangings, insufficiently secured blinds, wobbly furniture, loose toilet seats, or any accident-in-waiting despite proper care by us. We are not responsible for damaged tools supplied by the client, by their request. Maintenance problems like caulking issues or clogged drains are not covered by our work guarantee. We remove surface-level hair from drains, but do not attempt unclogging and will skip cleaning for tubs, sinks, or toilets backed up by a clog.

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, and non-refundable deposits may be charged equal to our cancellation fees up to 48-hours ahead of service. Payments via cash must be pre-arranged, and made in-full, available on the kitchen counter at the start of service. Technicians will not return 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 business hours of the next scheduled cleaning (business hours exclude weekends), then the upcoming clean is considered a cancellation. We are happy to still provide service without a fee if we have not already filled your timeslot once the balance is paid in-full, even if paid inside the 48-hour late cancellation window.

NON-SOLICITATION OF EMPLOYEES: The client agrees to pay a penalty of \$3,000 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.

Client Signature: _____

Date: _____