



# Customer Service Agreement

This Agreement ("Agreement") is entered into by and between **Coastal Home Cleaning & Organizing ("CHCO")** and the undersigned Client ("Client"). By scheduling services with CHCO, the Client acknowledges and agrees to the terms set forth herein, whether or not the Client signs this Agreement.

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## 1. Purpose & Scope

This Agreement defines the terms, conditions, and responsibilities of CHCO and the Client regarding residential cleaning and organizing services.

## 2. Service Guarantee

CHCO strives for 100% customer satisfaction. If any pre-agreed task is missed or not completed to the Client's reasonable satisfaction, CHCO will return to re-clean the area at no additional cost, provided:

- The request is reported within **24 hours** of the service;
- The task was part of the agreed-upon service scope;
- The Client adhered to the recommended cleaning schedule outlined in their estimate; and
- Any additional tasks outside the agreed scope were properly scheduled (see Section 9).

## 3. Service Scope & Task Lists

- All cleaning services are performed according to **specific, pre-defined task lists** categorized by type of clean (e.g., maintenance, deep, move-in/move-out, etc).
- **Additional tasks** outside these lists must be requested **in writing** with a **minimum of seven (7) days' notice**. Additional charges will apply, and CHCO reserves the right to decline tasks outside the scope of the originally scheduled service.



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## 4. Scheduling, Cancellations, & Rescheduling

- **Advance Notice Required:** Cancellations must be made at least 72 hours in advance.
- **Cancellation Fees:**
  - If cancellation is less than 72 hours before the scheduled service, the Client incurs **50% of the service fee**.
  - If cancellation is less than 24 hours before, if CHCO is denied access, or the home is inaccessible, the Client incurs **100% of the service fee**.
- **Weather & Safety:** CHCO reserves the right to cancel or reschedule service due to severe weather, unsafe conditions, or other events beyond CHCO's control.

## 5. Move-In/Move-Out Cleans

Move-in and move-out cleanings require a **non-refundable deposit** at the time of booking. The deposit will be applied to the final balance.

## 6. Payments

- **Payment Due:** Payment is due in full on the date of service.
- **Accepted Methods:** Cash, personal checks, credit/debit cards, Apple Pay, and ACH payments.
- **Recurring Clients:** A valid credit card must remain on file and will be automatically charged on the day of service.
- **Returned Payments:** A \$35 NSF fee applies to returned checks, and a \$50 late fee applies to invoices unpaid beyond seven (7) business days. Services may be suspended until payment is received.



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## 7. Client Responsibilities

- **Respectful Treatment of Staff:** The Client agrees to treat CHCO staff with respect and professionalism. Abusive, harassing, or inappropriate behavior may result in immediate termination of services.
- **Home Access:** The Client must provide safe and reasonable access to the home. Clients with alarm systems must provide proper instructions. CHCO prefers alarms be disarmed on the service date.
- **Valuables:** Clients are responsible for securing valuables and notifying CHCO of items not to be handled.

## 8. Liability & Assumption of Risk (Waiver of Liability)

CHCO takes great care to provide services in a professional, careful, and respectful manner. However:

- **Risk Assumed by Client:** The Client assumes all risk of accidental damage to household items, surfaces, or property unless caused by CHCO's gross negligence or willful misconduct.
- **No Liability for Fragile Items:** CHCO is not responsible for pre-existing damage, normal wear and tear, or items that are inherently fragile, improperly installed, or not designed for cleaning.
- **Indemnification:** The Client agrees to indemnify and hold CHCO harmless from any claims, damages, or expenses (including attorney's fees) arising from the Client's failure to provide a safe working environment or to secure valuables.

## 9. Tasks CHCO Will Not Perform

For health, safety, and liability reasons, CHCO does not:

- Clean areas containing biohazards (litter boxes, pet accidents, bodily fluids, hazardous substances);
- Move or lift items over 35 lbs;
- Climb ladders beyond a standard step stool.



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## 10. Hazardous or Biohazard Cleaning Requests

CHCO does not routinely handle hazardous materials or areas with potential biohazards (including, but not limited to, evidence of rodent activity, excessive mold, or biological waste).

In the event the Client requests CHCO to address such conditions, acceptance of the task will be determined on a **case-by-case basis**. If CHCO agrees to proceed, the service will incur all of the following:

- A **hazard pay rate** applied to all hours worked
- A **hazardous cleaning fee** added to the invoice
- **Additional time allowances** to ensure thorough completion of the task safely

CHCO reserves the right to decline or discontinue service at any time if the environment is deemed unsafe.

## 11. Rental Properties & Turnovers

Rental property turnovers require a consultation prior to booking. Each turnover will be priced individually based on the property size, condition, and turnaround requirements.

All turnovers are billed at a flat rate for the total hours required to clean and reset the entire property, regardless of how much of the property was utilized during any individual rental period. Partial-use discounts are not offered for turnovers.

## 10. Dispute Resolution (Mediation & Venue)

- **Good Faith Resolution:** The parties agree to attempt to resolve any disputes in good faith.
- **Mediation:** If unresolved, the parties agree to submit the dispute to mediation in Newport County, Rhode Island, before pursuing litigation.
- **Venue & Governing Law:** This Agreement shall be governed by Rhode Island law, and any legal proceedings shall be brought exclusively in Newport County, Rhode Island.



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## 11. Holidays

CHCO observes and will apply time-and-a-half premium rates if cleans are requested on Sundays or the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Victory Day (second Monday in August)
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day

These are the recognized holidays under Rhode Island labor law that trigger premium pay. CHCO may reschedule services around these holidays.

## 12. Termination

Either party may terminate this Agreement with written notice. CHCO may terminate immediately for nonpayment, unsafe conditions, or violation of Section 7.

## Acknowledgment

By signing below, the Client acknowledges they have read, understood, and agreed to these terms:

Client Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_