

Turnkey Services T&C

Show Me Dust Bunnies mission statement is to train team members to be a valued asset to each of our clients and community by teaching our team members to take ownership and pride in excellence. We give value of our services by providing more time for families, more time to focus on business goals, and adding value to properties and customer service. We treat our employees with the same concern, respect, and care that they pass on to our customers.

All of Show Me Dust Bunnies cleaning technicians are vetted through a training process, reference checks, and a criminal background check.

The management and staff want to make certain that services with us is consistent and excellent with each service. Here are some guidelines to help keep services and relationships smooth and carefree. Office hours are 9am- 3pm and for your convenience you can call or text the office number at 660-851-1042 at any time and leave a message during off hours.

We are a professional and legal cleaning service that complies with all Missouri labor laws and legal business operations. This includes workers compensation, payroll taxes, liability insurance, and sick leave. We also offer competitive industry wages and bonuses. Rates are non-negotiable.

By continuing services with Show Me Dust Bunnies, you agree to accept terms listed for our business.

Satisfaction

We want your experience to be the best service we can offer. As we are human, there may be an occasional oversight. If for any reason your landlord is dissatisfied or anything displeasing happens, please contact us within 48 hours of your cleaning and we will return to re-clean the area you are not happy with at no additional cost to you.

All military PCS inspections will have a staff member available to you during your final walk through to guarantee pass inspection.

Health and Safety

Due to health and safety reasons, we are unable to clean up mold, human, pest (flea and rodent infestations, etc.) or pet waste and bodily fluids. This is a different type of service with specialized chemicals and tools for safety. We are equipped to handle these situations but it's priced differently with a trained crew. If we come into a home that requires this type of cleaning we will skip the affected rooms and discount the client accordingly. We do ask to be informed beforehand if this may be an issue.

Cleaning Techs are required to wear closed toed, non-skid shoes while cleaning. We are not able to provide service for "shoes off" households but we can wear shoe covers.

We can not clean anything higher requiring a 2 step ladder, and we can not move large furniture such as couches, beds, etc that may be over 50 pounds for routine.

Getting Ready For the Cleaning

It is our number one priority to respect your time and have your home ready a new tenant. To maintain our prices, the standard moveout cleaning is quoted for a home that has not been neglected and has excess build up and residue. If your home has not been cleaned within a 2 week period of moving, you may receive additional charges for difficult areas such as: excessive grease build up, excessive soil on walls (we do not remove nasal secretions from walls whether it came from you or your child), wax melts on walls/counters/baseboards.

Please ensure all trash is taken out of the home and all personal belongings are removed. It is required to vacuum and sweep prior to your home cleaning.

If you are having a carpet cleaning done, please refer to the Floor Care Terms and Conditions. It is not advised to have pets in the home during the cleaning but especially so during carpet cleaning.

All nails and wall hangings are your responsibility to remove/repair.

Our moveout cleaning does not include any outside areas or the garage unless otherwise specified by the work order in which additional charges will apply.

Show Me Dust Bunnies is not responsible to perform work to any material or affected area where that material is damaged or broken by way of neglect, inferior materials, excessive aging, or any other cause unless Show Me Dust Bunnies work specifically calls for such repair to be performed by Show Me Dust Bunnies.

Access to Your Home

We will discuss arrangements of how to access your home before your first cleaning. Clients will generally provide a garage code which minimizes the need for property recovery.

Arrival Time

Cleaning service occurs between 8am- 5pm on your regularly scheduled day. Given that each home that we clean varies in the amount of time it takes to clean, we can not guarantee an exact arrival/departure time but we do our best to give estimated times.

Cancellations

Show Me Dust Bunnies makes every effort to finish all moveouts on the same day. However unforeseen circumstances do happen and for that reason we require a minimum of 2 days to finish the job prior to an inspection. If for any reason we need to reschedule due to staff illness or other unforeseen circumstances, we will give you as much notice as possible.

We will send out schedule reminder via email/ text message 2 days prior to your next scheduled appointment. Should you need to cancel or reschedule, please give at least 12 hour notice.

Payment

Payment is due at the time of service. If the client will not be in the area during the completion of the cleaning, payment must be made before work is started. If you are paying by invoice, you will receive your invoice via email on the day of your service. Clients balance must be paid with in terms of the contract either on delivery of service or after completion or 10% compounding monthly interest is charged on any unpaid balance. If client fails to fulfill any term of the agreement, including defaulting on any payment due, Show Me Dust Bunnies shall be entitled to all collection, legal and enforcement costs arising out of this agreement, including, all court costs, filing fees, attorney fees, interest at the rate of 10%, and any other costs incurred by Show Me Dust Bunnies in attempting to collect or enforce its rights under this agreement. If you have any questions regarding your account, you can contact the office at 660-851-1042.

Effective as of March of 2018