



Floor Care Customer Satisfaction Agreement

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.

1. In order to keep our prices low as possible and to protect our equipment, it is important to give your carpet a good vacuum before arriving. Debris can also harm our machines. If you don't have the time, we can vacuum for you, for an additional charge.
2. CAUTION- walking from a wet carpet onto a hard surface can be very slippery! Please put a rug or towel on hard surfaces as a reminder. For health and safety, keep children and pets off recently cleaned carpet for at least 4 hours or until completely dry. Most of the drying and fiber protection penetrating dye sites of the carpet, takes place in the first 4 hours.
3. Carpet Drying time can vary widely do you to the density of your carpet, humidity, and the degree of soil. To speed drying, minimize traffic on the carpet, ventilate the area as outside weather allows, (not during rain or hot humid days), and increased air circulation. Optimal air temperature should be between 70-75 degrees.
Carpet drying time may vary from only four hours under ideal conditions to 24 hours in wet winter months. If fabric protection was applied post cleaning, drying time maybe lengthened but still should be dry in 24 hours.



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4. Concerns that would require a recleaning of the flooring area needs to be made within 48 hours of the cleaning.
5. To avoid stains or rust spots please do not put any small items such as floor lamps, tables, chairs, magazine baskets, etc., back on the carpet until after 24 hours. Do not remove any pads or blocks our technicians may have placed under furniture until the carpet is completely dry. Drying takes longer under pads and blocks up to 48 hours.
6. Rippling can happen under certain circumstances even when carpet is properly installed. The adhesive that holds the backing together absorb the moisture and expand. In most cases, the rippling will disappear within 72 hours.
7. Note that in some instances, cleaning/treatment of carpet (due to the sudden rise in humidity) can trigger the alarm and carbon monoxide detectors. If this occurs, or technician will make a note of it for your file.
8. If a Show Me Dust Bunnies technician finds on your premises, or reasonably believes he has found, hazardous waste, harmful materials (Ex. asbestos or mold), or the presence of other materials that will necessitate additional services such as the presence of substantial amount of powder carpet freshener, if he serves, or other cleaning agents, chemicals or materials, the client understands that the presence of these material will require additional cleaning costs and potential he multiple cleaning visits. Client agrees to assume all cost of additional steps to clean or otherwise address such condition. Client understands that these additional treatment costs are not part of your initial estimate or invoice.
9. Client must make provisions for and assume the cost of damages resulting from failure to move heavy furniture and appliances such as pianos, pool tables, refrigerators, saves, etc. Client must remove breakables and personal items of your replaceable or high value from service area and, for safety, the client agrees to notify Show Me Dust Bunnies and its representatives of any special moving instructions for all items on premises such as broken or unstable furniture, etc.
10. All return checks or a minimum \$35 charge in addition to the amount written.
11. By signing this agreement, the client is affirming that they have the authority to authorize this treatment and they agreed to be responsible for the cost associated with this agreement and the treatment. The client expressly the agrees to indemnify and hold Show Me Dust Bunnies harmless for any actions pursuant to our arising out of this agreement, and as to any loss or damage to any property on the premise, in the impacted area or otherwise. Show Me Dust Bunnies is further not responsible for any damage caused by the negligence or actions of the client.
Client agrees to remove from the service area any item, document, data or other property value if there are any special considerations or property that the client wants handled with specific



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precautions, list the property and precautions on the invoice.

12. 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.
13. Any dispute arising out of this contract shall be heard in Johnson County, construed according to Missouri law.
14. This agreement and the Show Me Dust Bunnies estimate invoice receipt constitute the entire understanding between the parties. The estimate invoice receipt is incorporated herein by reference. Any subsequent agreements by the parties or subsequent material or services provided by Show Me Dust Bunnies will be subject to this contract unless otherwise specified in writing.

ONCE YOU HAVE READ THE ABOVE TERMS, CONDITIONS AND POST CLEANING INSTRUCTIONS, PLEASE SIGN, DATE & AGREE TO THE TERMS BELOW. A COPY OF THE AGREEMENT WILL BE EMAILED TO YOU FOR YOUR RECORDS.

Effective March of 2018