



## **Customer Satisfaction Residential 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.

### **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 you are 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.

### **Breakages**

It's bound to happen at times. We do our best to prevent it and effective communication is very important.

1. Sometimes breakage occurs when fragile items are not secured properly. These are accidents more likely to occur. We often handling things that don't normally get touched: pictures not hung securely (e.g. with thumbtacks), top heavy items with unstable bases,

wobbly-tippy objects. Please understand the more often an item is touched, it increases the chances of something happening to it. Please remove unstable breakables to a place we do not clean (we do not clean inside curios, china cabinets or clear wet bar shelves).

2. We will pay up to \$100 per breakage item, when value is verifiable. If the damage is valued at more than \$100, a Liability insurance claim and investigation will need to be opened through our insurance carrier.

3. There may be some instances where a professional restoration company is best to handle the situation. Any breakage valuing over \$25 needs to be verified before replacement or repairs will be authorized. Please save the broken item for our inspection. Breakage must be reported within 2 days of discovery.

### **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 Standard Package cleaning. We do use extending dust wands and vacuum around furniture with a wand.

### **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.

### **Cleaning Technicians**

There will generally be 1-2 cleaning techs assigned to your home after the first time cleaning. Given how scheduling works, we are unable to guarantee the same cleaning tech each visit.

We train our staff with proper and best procedures using our equipment and because of that, we don't recommend they use clients cleaning supplies. Some exceptions are granted, however our company will not be held liable for clients equipment being used.

### **Cancellations**

Show Me Dust Bunnies makes every effort to consistently schedule a predetermined set day that we arrive for each cleaning. 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 a 12 hour notice. Monthly cleanings are on a 4 week rotation.

### **Payment**

To reduce misuse of personal information, payments are not accepted by your cleaning technicians. Payment is due at the time of service unless other arrangements have been made. For your convenience, have payment information on your account with our company. Cash or checks will not be accepted forms of payment. 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.

### **Getting Ready For the Cleaning**

No reason to "clean" before we arrive but picking up as much as possible in areas you would like us to clean. This will allow us to focus more on detail and quality for you. To avoid possible breakage we will not clean heavily cluttered areas such as shelves, countertops, etc.

We do request the house be unoccupied during the time of cleaning. This way we can be the most efficient and give the best rate possible. We understand this may not always be possible and it would just need to be something to be discussed before setting up service.

For example, if a client has a home office and is on conference calls, we would need to arrange our cleaning visits around that since we wouldn't be able to run the vacuum cleaner during that time.

Or if there is a little one at home, we would want to arrange cleaning time around nap times, etc.

### **Pets**

We love them! But please secure any pet that may be a threat. Also, we do not clean up after sick pets or pet accidents.

### **Gratuity**

Gratuity is not required or expected, but always appreciated. If you do leave a tip, cash is best as it may need to be shared if you have more than one technician that day. Generally a few dollars is rule of thumb. However, your cleaning team receives bonuses based on your reviews on Google and Facebook. If you don't remember your technician's name, you can mention the date your cleaning occurred and we will honor that technician with our bonus program.

### **Referral Job Placement Fee**

By entering into a service agreement with Show Me Dust Bunnies, the client agrees that after termination of cleaning services he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the clients by the company. If you wish to employ a Show Me Dust Bunnies® member, our referral fee is \$3000.00 - this is due in full immediately upon employing or using the past / present staff member, regardless of whether the employment is continuous employment or on a contract basis

Show Me Dust Bunnies reserve the right to pursue alternate methods of collection if the fee is not paid.

**Effective March 2017**