

Customer Satisfaction Agreement
(For carpet cleaning, tile, upholstery, janitorial, or any other services rendered by Show Me Dust Bunnies)

Show Me Dust Bunnies mission is to train our team members to be valued assets to each of our clients as well as our community. We achieve this by teaching our team members to take ownership and pride in excellence with our company's core values: Make a Difference, Have Fun, Be True, Own it, and Be Legendary. Our services are valuable because they provide more time for families to spend together, more time focused on business goals, great customer service, and added property value. 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, professional reference checks, a criminal background check, as well as a drug screen.

Our management and staff strive to ensure services are consistent and excellent. The following are some guidelines we set in place to ensure proper customer relations. If any additional questions arise our office hours are 8am-5pm and for your convenience, you can call or text us at 660-851-1042 or email office@showmedustbunnies.com at any time; we will get back to you as soon as possible.

We are proud to be a professional and legal cleaning service that complies with all Missouri labor laws and legal business operations. This includes workers compensation, payroll tax, liability insurance, and sick leave for all of our staff. We also offer competitive industry wages, employee benefits, and bonuses. Rates are non-negotiable.

To continue services with Show Me Dust Bunnies, you agree to accept the following terms and conditions.

Satisfaction

We want your experience to be the best we can offer. We are human, therefore this is always a possibility of an occasional oversight. If for any reason you are dissatisfied with our services, please contact us within 48 hours and we will return to re-clean the unsatisfactory area at no additional cost to you. This is a part of our 200% satisfaction guarantee.

For turnkey/deep clean services: It is our number one priority to respect your time and have your rental/home ready for a new tenant. To maintain fair prices, the standard cleaning of this magnitude is quoted for a home that has not been neglected and does not have excess build-up and residue. With this being said, If your rental/home has **not** been cleaned within a 2-week period of moving, you (or your tenant) may receive additional charges for difficult areas such as excessive grease build-up or excessively

soiled walls. Please understand that we do not remove/clean nasal secretions from walls whether it came from you or your child. This seems like a nuisance but it is very difficult to get off. Wall cleaning, and cleaning of wax melts on walls/counters/baseboards/carpet are an additional fee. This list is not inclusive of all possibilities but serves as an example, should another circumstance arise we can discuss further intervention.

Commercial Accounts

Show Me Dust Bunnies shall make available proof of liability insurance as well as workers compensation coverage at the request of the client and only before the date of the commencement of work and once per month thereafter for so long as the work remains incomplete or the contract is ongoing.

Broken Items

We try our best to avoid it, sometimes it happens. In the event that a piece of your property is broken or damaged during your clean we will communicate effectively to reach a solution. Please remember the following:

1. Sometimes breakage occurs when fragile items are not secured properly. These accidents are most likely to occur. When handling things that aren't normally handled: pictures not hung securely (e.g. with thumbtacks or sewing needles), items not mounted in a wall stud, top heavy items with unstable bases, improperly hung objects. Please understand the more often an item is touched, it increases the chances of breakage/fall. 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. 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 or any variation of damage must be reported within 2 days of discovery.
3. We will pay up to \$500 per breakage item, when value is verifiable. If the damage is valued at more than \$500, a liability insurance claim and investigation will need to be opened through our insurance carrier.
4. There may be some instances where a professional restoration company is best to handle the situation. We can pursue this option as necessary.
5. A customer incident report needs to be filed with the company and a digital copy attached to the work order. The customer may request a copy as well.

Show Me Dust Bunnies is not responsible for the movement of any type of flower pots or containers on balcony railings, balconies, terraces, or any other place of or near the work.

Show Me Dust Bunnies is not responsible for the removal, alteration, or movement of any window or other type of air conditioners.

Show Me Dust Bunnies is not responsible for performing any work where a worker may be exposed to unprotected electrical lines and the protection of such lines is the responsibility of the client.

For the purposes of window cleaning, Show Me Dust Bunnies is not responsible for the removal of screens. Any screens obstructing windows will result in those windows not being cleaned and at no time is Show Me Dust Bunnies responsible to clean those windows thereafter.

Access to Your Facility/Home

We will make arrangements to access your space before your first cleaning. Office managers can have an access key made. Clients will generally provide a garage code which minimizes the need for property recovery; keys. For recurring clients, we recommend a hide-a-key as we do not keep residential keys on our premises.

Work that remains obstructed due to your set appointment time shall not be completed by Show Me Dust Bunnies but shall instead be considered complete and satisfactory.

Arrival Time

Our hours of operation are between 8am-5pm on your regularly scheduled day unless other arrangements are made. Each home that we clean has unique cleaning needs, so we cannot guarantee an exact arrival/departure time. We do our best to give estimated times vis Housecall Pro.

Neither the client nor Show Me Dust Bunnies are responsible for delays caused by adverse weather conditions.

In the event the client stops the work and wants to commence the work at a later date, Show Me Dust Bunnies shall consult their schedule for the next available date and provide that date to the client. Notwithstanding that all amounts herein shall become due immediately regardless of completion.

Carpet Cleaning or Janitorial Technicians

There will generally be 1-2 cleaning techs assigned to your home. We are unable to guarantee the same cleaning tech each visit due to scheduling procedures.

We train our staff with proper and best procedures using our equipment and because of that, we don't recommend they use a client's personal cleaning supplies. Some

exceptions are granted, however, our company will not be held liable for damage caused when using client's equipment or supplies.

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 send schedule reminders 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.

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 commercial accounts. For your convenience, have payment information on file with our company. Cash and checks will not be accepted forms of payment unless authorized by and given to management. Client's balance must be paid within terms of the contract either on delivery of service or after completion. A 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

Floor care: 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.

Carpet drying time can vary widely due 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 increase 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 may be

lengthened but still should be dry in 24 hours. Please call us immediately if carpets are taking longer to dry.

Concerns that would require a recleaning of the flooring area need to be reported within 48 hours of the cleaning.

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 for 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).

Rippling can happen under certain circumstances even when carpet is properly installed. The adhesive that holds the backing together absorbs moisture and expands. In most cases, the rippling will disappear within 72 hours.

Note that in some instances, cleaning/treatment of carpet (due to the sudden rise in humidity) can trigger the alarm on carbon monoxide detectors. If this occurs, our technician will make a note of it for your file.

Turnkey

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

If you are having a carpet cleaning done, it is not advised to have pets in the home during the cleaning.

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

Our turnkey cleaning does not include any outside areas or the garage unless otherwise specified by the work order in which additional charges will apply and for every cubic yard of debris/trash removed from the home.

Show Me Dust Bunnies is not responsible for performing 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. Any property damage is recorded digitally on each invoice.

Recurring

No reason to "clean" before we arrive, but please pick 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 so please raise any concerns when 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.

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 during janitorial services.

If you have scheduled floor cleaning, please let us know if you have any exotic pets or reptiles as some of our chemicals cannot be used around birds and reptiles.

We are not responsible for pets that escape the home due to improper kenneling.

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 a rule of thumb. However, your cleaning team does receive bonuses based on your reviews on Google and Facebook or any other online platform. You don't need to remember your technician's name; you can mention the date your cleaning occurred and we will honor that technician with our bonus program.

Health and Safety

Due to health and safety concerns, we are unable to clean up mold, human waste, 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 certified and trained crew for liability and insurance. 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 technicians 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 if requested.

Floor care technicians will move furniture on sliders to exclude entertainment centers, pianos, grandfather clocks, china cabinets, and anything else with a higher chance of damage when moved.

We cannot clean anything higher requiring a 2-step ladder, and we cannot 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.

Non-Harassment Policy/Non-Discrimination

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

Harassment is generally defined as unwelcome verbal or nonverbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristics.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or

3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

Reporting: Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor or Veroushka. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

Privacy Policy

Show Me Dust Bunnies receives and records personal information that you voluntarily provide to us through this website (for example, and without limitation, through the "Contact Us" form, "Subcontractor Application" form, "Employee Application" form, "Purchase Order" form) and certain electronic information from server logs, including your computer's IP address and domain name, the date of your visit to this website and "cookie" information. A cookie is a small text file that is stored on your computer. The only information that a cookie can collect is information supplied by you. A cookie cannot read data off of your computer. You may configure your internet browser software to disable cookies, though your ability to access some web pages may be affected.

Show Me Dust Bunnies will not disclose personal information about you to persons not affiliated with Show Me Dust Bunnies except with your consent, or without your consent to the extent that we are required or permitted to do so by law. Where disclosure without your consent is permitted by law and is reasonable or necessary in the circumstances, we will limit the disclosure of your personal information to the disclosure reasonably required in the circumstances.

Show Me Dust Bunnies retains personal information only for as long as reasonably necessary for the purposes set out in this privacy policy, following which period, the personal information will be destroyed, deleted, erased or converted to a non-identifying form.

Show Me Dust Bunnies is not responsible for, nor can it be held liable for the privacy policies of third-party websites found either on this site or on sites that link to this site.

You acknowledge that the internet usage is inherently risky, and that internet communications are susceptible to interception, violation, and alterations by recipients other than the intended. Any communications made to Show Me Dust Bunnies through the internet are done so at the user's own risk and liability.

Photo/Video Release

Occasionally we do photo or record work being performed for education and social media. We are diligent in not capturing personal items and only focusing on tasks we are performing. By hiring Show Me Dust Bunnies, you grant permission to Show Me Dust Bunnies and it's management the irrevocable and unrestricted right to reproduce the photographs and/or video images taken of our work performed for the purpose of publication, promotion, illustration, advertising, or trade in any manner or any medium. Client releases Show Me Dust Bunnies and it's legal representatives for all claims and liability related to said images or video. Furthermore, clients grant permission to use statements that were given during an interview with or without your name for the purpose of advertising and publicity without restrictions. Clients waive their right to any media compensation.

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 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 \$3,000.00 - 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 reserves the right to pursue alternate methods of collection if the fee is not paid.

Effective November 2019