

Get It Cleaned

Terms Of Service

(Please print and sign)

The following are the Terms of Service that covers each service we provide. If you are receiving our services you will need to sign our Terms of Service before any services are rendered.

We work hard to treat our customers fairly and respectfully at all times. For the rare times when a customer causes us to incur unreasonable costs, through no fault of our own, we must advise all customers of the following:

If you are having problems or need help with a currently occurring service, please call 862-208-2799. This includes communication as well as service issues. This will create more accountability and closer monitoring by the company for better service for you.

Hiring our current or Ex-worker(s) and/or their affiliate(s) legally, illegally or on a cash basis can make you incur a referral and/or breach of Agreement/Terms violation fee of \$5,000 per incident. This applies to anyone currently or formerly in a signed agreement with us within a 2 year period. Legal and miscellaneous expenses incurred to investigate and/or to collect this fee may be added. Get It Cleaned will retain a New Jersey State licensed private investigative firm. If an Ex or current Worker incurs us to prompt an investigation, illegal hirers and affiliates of that Worker may become part of that investigation. **EXCHANGING CONTACT/PHONE INFO IS CONSIDERED ONE OF THESE BREACHES AND WILL RESULT IN IMMEDIATE TERMINATION OF THE WORKER INVOLVED AND YOUR ACCOUNT.**

Payment is due at the time of service. We do not issue refunds unless service was not performed. Our guarantee agrees to correct work quality problem(s) reported within 24 hrs contingent upon Get It Cleaned being at fault, the request being reasonable and payment matching the value of the job ordered. We may require access to the location of claim within 24 hrs to correct the problem. Get It Cleaned may send 1 person to correct areas that need attention; this applies even if your original order involved a team since only 1 person is usually needed for most corrections or touch ups. A chargeback will result in an additional \$75 fee per chargeback + any legal, collection, financing and recovery fees we incur to collect. A late cancellation/lock-out fee of \$45 per occurrence is charged for canceling or for rescheduling a visit with less than 24 hr notice. This also applies if we're unable to gain access to your service location through no fault of our

own. If Customer needs and allows Worker(s) to work past our regular scheduled time allowance or cleaning of pre-determined rooms, then customer will be notified and agree to a price, either verbally or written, before any extra work will begin.

A courtesy call may occur prior to the charge or time limit but does not affect Customer's payment liability. We rely on the Customer's honest description of their needs and circumstances to give a rate over the phone and online upfront. If the service order was not appropriate, Get It Cleaned may decline the job at the door and may charge a lost time & travel fee of \$45 per Worker. Please order accordingly. If unsure, call us for assistance. *Reminder service is a courtesy.* Even if you did not get your reminder service, if you do not keep your appointment, you may be charged a lockout fee unless you cancelled 24 hrs in advance. Cancellation by emailing info@getitcleanednj.com (subject: GIC Cancel service) is preferable so that you can retain proof of your timely cancellation.

You do not need an Agreement to use our services; however, if you are on an Agreement, we reserve the right to cancel it at any time and/or for any reason. If signed up for recurring services, you authorize Get It Cleaned to retain credit card information to charge recurring and/or mutually agreed upon charges. All services, recurring and one-time, will be charged when services are rendered. Our recurring clients will get first pick as to scheduling our services, one-time cleans are "as available" open slots in schedule. If Get It Cleaned needs to raise the prices for our services, you will be notified 2 weeks prior to us doing so. Change of staff is not grounds for cancellation of Agreement. For any other problems, you agree to give Get It Cleaned up to 30 days to start corrections if Get It Cleaned is at fault.

Damaged item(s) are replaced with same or similar item(s) at our discretion, not monetary compensation or service refunds. If a Professional needs to be hired to fix something, the Professional must be ordered by Get It Cleaned to ensure legitimacy. Independent action to correct the damage or re-clean missed areas by the Customer or a third party will automatically render the claim invalid unless Get It Cleaned issues prior written consent. Any false and/or exaggerated information used in a claim(s), breach of these terms or refusal or impediment to allow Get It Cleaned to make corrections renders the corresponding Customer's claim invalid and voids our guarantee. Get It Cleaned is not responsible for indirect inconvenience in connection with our services, or for damage resulting from the servicing of an already damaged or neglected item. A Rep may call you to give you the opportunity to make corrections prior to the Worker(s) leaving to ensure quality and completion. If you are at the service location when it is

being finished and you claim that you are satisfied with the work and agree that the Work is done, there will be no further claim once the Worker(s) is/are gone.

By signing below and using our service , you agree to these terms and to notify us of any attempts to solicit or accept illegal business.

Get It Cleaned Terms of Service (TOS) is available publicly at: www.getitcleanednj.com. We reserve the right to amend our TOS at anytime; a current TOS automatically replaces a previous one.

Client _____ Date _____

Address _____

GIC Rep _____ Date _____

Please print, sign, make a copy for your records and give original to a Get It Cleaned rep.

