



Terms of Service

1. **Arrival Time:** We have a 1-hour arrival window. Due to traffic and weather conditions, and other unforeseen delays, the team may arrive either within 30 minutes before or after the scheduled time.
2. **House Prep:** To maximize the value you receive from Tessa Cleaning Services, we ask that you pick-up toys, clothing, put away money, and other valuable items before the team arrive.
 - a. If you do not make way for us, the team may spend time picking up valuables, which then subtracts the actual time they will use to clean your house thoroughly.
 - b. We will monitor the time it takes to clean your house, and if we need to adjust the price, we will contact you.
3. **How to Pay for Service:** Payment is due at the time of service. For your convenience, we accept MasterCard, Visa, cash, check, Venmo, or PayPal.
 - a. If customers do not pay on time, we charge 5% off for bills 30 days past due.
 - b. If you are behind by two payments, you will be taken off the schedule.
 - c. We will require advance payment for the final cleaning.
4. **Returned Check Fee:** We charge a \$35 fee for all canceled or returned checks.
5. **Scheduled Appointment Cancellation Notice:** We kindly ask that you give us a 24-hour notice to cancel a scheduled cleaning appointment. In the case of exigent situations, we reschedule the clients.
6. **House Keys:** To ensure that you get an uninterrupted service, you may give us your house keys if you are not always home. We take the security of your home seriously. Your keys will be assigned a unique security number and kept in a locked box in our office.
7. **Accidents / Damages:** While we strive to take great care of your home, accidents sometimes happen. When something breaks, we will notify you. Conversely, if you notice something damaged, please notify us within 24 hours.
8. **Skipped or Missed Cleaning Visits:** If you skip a cleaning, we may require additional time to clean your home, and there will be an extra charge for that time. When you are back on your cycle, your actual rate resumes.
9. **Etiquette:** If the client is half-dressed or naked, we do not clean the house. After 30 minutes of wait time, we reschedule the client for another date.

Contact us

www.TessaCleaning.com
sales@TessaCleaning.com

Kalamazoo: 269-267-8661
Grand Rapids: 616-304-2988



10. **Cleaning Fee Adjustments:** We strive to ensure that our prices remain competitive and constant. Therefore, regular price adjustments only happen once a year on your account's anniversary.
11. **Extra Requests:** Please call us in advance for special requests (party clean up, inside refrigerator cleaning, inside the oven, windows, extra rooms, walls, basement, and garage), and we can schedule the adequate time to complete these tasks. The extra charges will apply.
12. **Move-out Cleaning:** We do not pull-out appliances such as fridges, stoves, ovens, washing machines, and dryers. We ask the customers to move the appliances if there is a need to clean the area.
13. **Pets:** We do not clean litter boxes.
14. **Our 100% Guarantee to You:** If you are not satisfied with our service, we will return and redo the work to your satisfaction at no extra charge. Contact us within 24 hours to plan to have the problem resolved quickly.
15. **\$3,500 Referral Fee:** Hiring and training trustworthy employees is a costly endeavor. All Tessa Cleaning employees sign a legally binding non-compete, non-interference agreement. By choosing to hire Tessa Cleaning Services to clean your house, you also agree not to privately hire a current Tessa Cleaning Services Employee to clean your house or do other home-related services. But if you decide to hire a current or former Tessa Cleaning Services Employee outside of your agreement with Tessa Cleaning Service, our referral fee is \$3,500.
16. **No Term of Contract:** We know that life can be surprising at times. When circumstances change, do not hesitate to call, or write us to give a two-week service cancellation notice or to hold service temporarily or indefinitely. This service relationship shall extend for as long as the Customer is happy with the service and the Service Provider is happy serving.

Contact us

www.TessaCleaning.com
sales@TessaCleaning.com

Kalamazoo: 269-267-8661
Grand Rapids: 616-304-2988