

# General Service Agreement

(The "Agreement")

## BETWEEN:

\_\_\_\_\_  
(The "Client")

-AND-

***Excellence Cleaning Pros.***

(The "Contractor")

## BACKGROUND:

- A. The Client is of the opinion that the Contractor has the necessary qualification, experience and abilities to provide \_\_\_\_\_ services to the Client.
- B. The Contractor is agreeable to providing such services to the Client on the terms and conditions set out in this Agreement.

**IN CONSIDERATION OF** the matters described above and of the mutual benefits and obligations set forth in this Agreement, the receipt and sufficiency of which consideration is hereby acknowledge, the Client and the Contractor (individually the "Party" and collectively the "Parties" to this Agreement) agree as follows:

### **Services Provided**

1. The Client hereby agrees to engage the Contractor to provide the Client with the services (the "Service") at the Client's property located at:  
\_\_\_\_\_
2. Such Services consisting of:
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
3. The Contractor hereby agrees to provide such Services to the Client with appropriated charges added to estimate.

### **Term of Agreement**

4. The terms of this Agreement (the "Terms") will begin on the date of the signing of this Agreement and will remain in full force and effect until the completion of Services, subject to earlier termination as provided in this Agreement. The Terms of this Agreement may be extended with the written consent of the parties, (e.g. services provided to regular customers).
5. The Contractor's Terms and Conditions regarding the services provided are listed in the Contractor's website: [Excellencecleaningpros.com](http://Excellencecleaningpros.com). Client can view the most current version of these ***Terms and Conditions*** by clicking on the "More" tab and selecting "Terms and Conditions." It is Client's sole responsibility to read and fully acknowledge such Terms and Conditions to clarify any questions or concerns regarding the Contractor's services.

### **Capacity/Independent Contractor**

6. Excellence Cleaning Pros. holds commercial liability insurance with Hiscox Insurance Company INC. Policy No. UDC-2257169-CGL-18. Under this Agreement it is expressly agreed that the Contractor is acting as an independent contractor and not as an employee and it's exclusively a contract for service, (Terms & Conditions).

7. In the case that the Contractor and any of its affiliates should suffer any minor or serious injury while on the job, neither the Client nor the Client's home/property will be held responsible or liable.
8. However, Client must provide with a safe work place for the Contractor and its affiliates. Including but not limited to clear paths to designated work stations (i.e. personal items must be put away), homes free of pests, aggressive animals must be kept no less then 10 feet away from Contractor's pathway and work areas, and home temperature must be no higher then 80°F. In the event that the Client doesn't comply with the Service Agreement, the Contractor has the right to refuse service and any deposits will be none refundable.
9. There will be an additional charge if Cleaners have to pick up items from the floor in order to vacuum.
10. It is the Client's responsibility to warn Contractor of any fragile items, including but not limited to, items that can be easily damaged. Contractor holds not responsibility for minor damages or accidents cause by service, nor will be responsible for lost items. It is Client's sole responsibility to put valuables away. For more details please refer to our Terms & Conditions.

**Compensation**

11. Payment for service must be given before Service begins to avoid misunderstandings.
12. Total Compensation for service will be decided after inspection and when all final additions (requests not included in package) agreed on are finalized. Deposit will be deducted out of the total.
13. The Contract will be honored as a form of receipt for the Contractor and Client.

**Completion of Job Guarantee**

14. ECP offers a Completion of Every Job Guarantee, the "Guarantee", to all customers if and only if customer agrees to our Initial cleaning rate estimate, (\$30/hr/cleaner) according to the time estimated by supervisor. The Guarantee, guarantees that cleaners will stay additional time, if necessary, to finish and wrap up (up to 15 mins/hr of paid service), or give a credit for next recurring service (Up to \$50). However, the Guarantee is not applicable when customer chooses an arranged quote that will better fit their budget. Therefore, in order to fit job into customer's budget, estimated time must be reduced accordingly and the Guarantee will not be applicable and service will be concluded when the estimated budgeted time is up.

Service Total: \_\_\_\_\_  Client Initial (Must Pay before Starting Service)  
 - We accept Cash, Check, or Card (3% Charge will be added for processing fee).

**IN WITNESS WHEREOF** the Parties have duly affixed their signatures under hand and seal on this date: \_\_\_\_\_.

\_\_\_\_\_  
 Client's Name

\_\_\_\_\_  
 Service Representative

\_\_\_\_\_  
 Signature



**PACKAGE DETAILS AFFIDAVIT  
PREMIUM CLEANING (mild residue removal)**

<p><b>Kitchen Cleaning includes:</b></p> <ul style="list-style-type: none"> <li>• Detailed stove scrubbing.</li> <li>• Inside &amp; out of microwave.</li> <li>• Sink polishing.</li> <li>• Standard cleaning of outside of cabinets.</li> <li>• Counter scrubbing &amp; wiping.</li> <li>• Granite polishing.</li> </ul>	<ul style="list-style-type: none"> <li>• Wiping down outside of appliances (oven, stove vent, fridge, dishwasher, toaster, blender).</li> <li>• Stainless steel polishing.</li> <li>• Window glass &amp; frame cleaning.</li> <li>• Light switches wipe down.</li> <li>• Floors, &amp; baseboard cleaning.</li> </ul>
<p><b>Bathrooms Cleaning includes:</b></p> <ul style="list-style-type: none"> <li>• Scrubbing of showers and tubs.</li> <li>• Toilets detail cleaning.</li> <li>• Sinks detail cleaning and chrome fixtures cleaned &amp; shined.</li> </ul>	<ul style="list-style-type: none"> <li>• Mirrors, wipe down.</li> <li>• Items on counter wipe-down.</li> <li>• Baseboards wipe-down.</li> <li>• Windows &amp; floors.</li> </ul>
<p><b>Room Cleaning includes:</b> (For room dusting and cleaning, counters, and floors must be accessible with not more than 3-5 items per counter, and floors need to be picked up as well).</p> <ul style="list-style-type: none"> <li>• Floor &amp; carpet vacuuming &amp; mopping.</li> <li>• Counter/table top &amp; Shelves dusting/wipe down.</li> <li>• Couch vacuuming &amp; chair dusting (Interior of couch included upon request.)</li> </ul>	<ul style="list-style-type: none"> <li>• Window panes, frames, sills, &amp; blinds light, vacuuming, dusting &amp; wiping</li> <li>• Cobweb, vent, and fans vacuuming.</li> <li>• Light switches brushing &amp; wipe down.</li> <li>• Baseboards light dusting.</li> <li>• Door dusting.</li> <li>• Emptying out trash.</li> </ul> <p>- Swiftling or vacuuming under furniture is included on hard floor areas only and if space permits it; furniture moving or lifting cost an additional \$5 p/item.</p>

**THE STANDARD CLEANING PACKAGE**  
(Ideal for every 2-4 weeks recurrence)

<p><b>Kitchen cleaning includes:</b></p> <ul style="list-style-type: none"> <li>• Stove &amp; Vent cleaning.</li> <li>• In/out of microwave.</li> <li>• Cabinet handles &amp; edges.</li> <li>• Wipe-down outside of cabinets.</li> </ul>	<ul style="list-style-type: none"> <li>• Counter cleaning.</li> <li>• Wiping down outside of appliances (oven, stove vent, fridge, dishwasher).</li> <li>• Floor vacuuming &amp; mopping.</li> </ul>
<p><b>Bathroom Cleaning includes:</b></p> <ul style="list-style-type: none"> <li>• Spraying &amp; wipe down of showers</li> <li>• Toilet detailed cleaning.</li> <li>• Sinks &amp; chrome fixtures</li> </ul>	<ul style="list-style-type: none"> <li>• Mirror cleaning.</li> <li>• Wiping down counters &amp; items on counter (*).</li> <li>• Floor vacuuming &amp; mopping.</li> </ul>
<p><b>Rooms Cleaning Includes:</b></p> <ul style="list-style-type: none"> <li>• Floor &amp; carpet vacuuming.</li> <li>• Mopping.</li> </ul>	<ul style="list-style-type: none"> <li>• Light dusting of blinds, doors, &amp; baseboards</li> <li>• Counters/table tops wipe down</li> <li>• Emptying out trash.</li> </ul>

**BASIC CLEANING PACKAGE**

This package includes: Includes a light cleaning that focuses on All Floors (Vacuuming & mopping, 1 pass), Light Kitchen Cleaning (Stove, microwave, counters, & cabinet handles only), Bathroom sinks & toilets, + 2 counters p/room wipe down (tables must be clear of items).

I \_\_\_\_\_ have read & understood what the Service Packages include only, and that anything that is not included in the packages will be of an additional charge. I have accept Service on \_\_\_\_/\_\_\_\_/\_\_\_\_ for a \_\_\_\_\_ Package and have added \_\_\_\_\_ for a total charge of \$\_\_\_\_\_.