TERMS OF SERVICE & POLICIES

Thank you for choosing Chores & More!

Firstly, we'd like to extend our sincerest thank you for your consideration of our business! Chores & More, LLC, prides itself in providing top-quality services to all clients. We hope that you have the best possible experience with us. There are a few things we'd like to tell you before we come and clean for you! Please feel free to print a copy of this packet for your records.

By hiring and utilizing our services, you agree that you have read, understand, and agree to the terms listed. The client agrees to be the party responsible for full payment, communication, upholding this agreement and satisfaction guarantee procedures. Third party involvement is not recognized by Chores & More.

We may revise these terms or policies from time to time in an effort to better your experience with our company. The revised version will be effective at the time of posting, unless otherwise noted. If our changes impact your scheduled cleaning services, we will provide notice of such changes to the email address you have on file. **Continuing to use our services after any changes will be documented as agreement with said terms.**

Payments

Chores & More happily accepts payment via credit card or ACH bank transfer through our system. **All payments must include a sales tax of 8.75% in Suffolk County or 8.625% in Nassau County**. Chores & More requires all clients to maintain a valid credit or debit card on file as a condition of scheduling and receiving services.

The client assumes responsibility for ensuring the card on file is up to date and received prior to the appointment, which can be done at the time of quote approval. Appointments are not guaranteed until an active card is on file.

Automatic Billing

All services, including but not limited to initial deep cleanings, one-time cleanings, recurring maintenance cleanings, organizing, and specialty services, are subject to mandatory automatic billing.

By authorizing services with Chores & More, LLC and providing a payment method, clients agree that their card on file will be automatically charged for the full balance due on the scheduled service date, upon completion of the service, without requiring additional payment approval for each visit.

Clients will receive an electronic receipt following each successful transaction.

Alternative payment arrangements must be approved in writing by Chores & More management prior to the scheduled service.

Payment Due Date

Payment in full is due on the date services are performed. All outstanding balances for completed services will be automatically charged to the authorized payment method on file.

Clients are responsible for ensuring their payment information remains current and that sufficient funds or credit are available to cover the cost of their scheduled services. If a payment is declined or cannot be processed, the client will be notified and required to provide an updated payment method or resolve the outstanding balance promptly.

Any unpaid balances may be subject to applicable late fees as outlined in these Terms & Conditions. Late payment charges do not include charges imposed upon acceleration of the entire debt or costs of collection and attorney fees as otherwise permitted by law. Chores & More, LLC reserves the right to suspend or decline future services until all outstanding balances are paid in full.

Non-refundable retainer

A 50% non-refundable retainer is required to reserve an appointment for any initial service or one-time cleaning and will be charged to the card on file. The retainer will be deducted from the cost of services provided on the scheduled date. We require two business days' notice to reschedule your appointment (see Scheduling Terms below). Rescheduling cleanings cannot be guaranteed and are subject to availability.

Additionally, Chores & More encourages tipping, as your crew members work very hard for you! No amount is expected; any is appreciated. These tips can be added to each auto charge, or you can leave a cash tip for your technician. Please let us know if you'd like us to add a tip to your automatic payments & we can take care of that for you!

Scheduling Terms

Chores & More LLC operates between the hours of 8am and 5pm Monday through Friday. Exact times of service are subject to change from time to time due to unforeseen circumstances. **All communications received outside of normal business hours will be considered received at time of opening the next business day.**

Late Cancellations

When a customer reschedules their service without proper notice, they are penalizing their scheduled cleaning technician, who loses out on pay when they aren't scheduled to work. Therefore, **any cancellation without at least 48 business hours' notice will result in a fee of 50% of the original service price.** A large portion of this fee goes directly to the scheduled technician. This fee will need to be paid ***before*** booking your next appointment with us, or we will suspend service. If you have a card on file with us, you will be notified of this fee and we will charge your card accordingly.

Same-Day Cancellations

A fee of 100% of the service price will apply for all same-day and no-notice cancellations, or lock-outs. This fee is to cover the loss of wages for our cleaning technicians, travel expenses and the time reserved for your cleaning on the schedule. If the property is inaccessible upon our arrival, it will be deemed a no-notice cancellation 15 minutes after we reach your location and have attempted to establish contact.

Skipped Cleanings

To maintain the quality and consistency of our services, our scheduling and pricing are based on your selected service frequency (weekly, biweekly, monthly, etc.). If a scheduled cleaning is skipped or rescheduled in a way that extends the time between visits, additional buildup (dust, debris, and general use) may require increased time and effort to restore your home to our standard. Because of this, **an additional $15 charge will be applied for each additional week that transpires between the skipped cleaning appointment date and the following cleaning appointment date.** This *Skip Adjustment* will be incorporated into your subsequent invoice. For example: A weekly client who skips one scheduled visit will incur a $15 adjustment, as the following visit will require additional time to accommodate the extended interval. To avoid incurring the Skip Adjustment, you have the option to reschedule your cleaning with a notice of more than two business days of the scheduled cleaning, instead of skipping. You will then resume your regular cleaning schedule following the rescheduled session. Rescheduling is subject to availability and not guaranteed.

If more than 12 weeks has passed since your last cleaning, an initial deep cleaning at our current rate will be required in order to return to service.

Complimentary & Promotional Services

Complimentary services, including but not limited to giveaway prizes, raffle winnings, promotional cleanings, and Brand Ambassador services, remain subject to Chores & More's standard scheduling and cancellation policies.

Although these services are provided at no charge to the recipient, they carry a regular service value and require reserved appointment time, staffing, and operational resources. Cancellation fees will be calculated based on the regular, undiscounted value of the scheduled service, as follows:

- **Late Cancellations:** Cancellations made with less than 48 business hours' notice will incur a fee equal to 50% of the regular service value.
- **Same-Day Cancellations & Lockouts:** Same-day cancellations, no-shows, and lockouts will incur a fee equal to 100% of the regular service value.

The regular service value and applicable cancellation terms will be disclosed to the recipient prior to booking. Recipients of complimentary or promotional services must provide a valid payment method and authorize applicable cancellation charges before their appointment can be confirmed.

Cleaning for a Reason Exception: Patients receiving complimentary services through Cleaning for a Reason may be exempt from cancellation fees when illness, medical treatment, or other health-related circumstances prevent them from keeping their appointment. Chores & More reserves the right to review repeated cancellations and determine whether future complimentary appointments can be accommodated.

All cancellation fees are subject to applicable law and any additional terms governing the specific promotional program.

Entry to the Home & Keys

We are keyless! We do not keep any keys from clients. If you will not be home, you must either give us a door or garage code, leave a door unlocked (we do not recommend this), or hide a key somewhere for your cleaner. We highly recommend using key lock boxes (pictured) to store your house key in. You can leave it outside on your door handle or secured to your fence for your technician, and they can use a code to retrieve the key. ***If an employee is locked out on your scheduled day of service, you will be charged the aforementioned cancellation fee.***

Parking & Access Fees
Clients are responsible for providing our cleaning technicians with safe, legal, and reasonably accessible parking at their service location.

If complimentary parking is unavailable and paid parking is required, including but not limited to metered parking, parking garages, or residential and commercial parking facilities, the client will be responsible for the associated parking costs. Any necessary parking fees incurred during the scheduled service will be added to the client's final invoice and charged to the authorized payment method on file. Chores & More will only charge for actual parking expenses incurred.

Clients are encouraged to notify our office of any parking restrictions, fees, or special access instructions prior to their scheduled appointment. Chores & More is not responsible for parking violations or fines resulting from a client's failure to provide appropriate parking accommodations.

Wi-Fi Access & Employee Communication
For the safety of our cleaning technicians and to ensure reliable communication with our office, Chores & More requires team members to maintain access to communication methods while performing services.

In certain locations, cellular reception may be limited or unreliable. In these situations, our technicians may request temporary access to the client's Wi-Fi network to communicate with our office regarding scheduling, safety, service updates, or emergencies.

We kindly ask clients to accommodate these requests whenever possible. Providing access to a guest Wi-Fi network is encouraged when available. If reliable communication cannot be established, Chores & More reserves the right to make reasonable adjustments to the service to ensure the safety of our team.

Communication Policy

To ensure timely service and clear communication, we kindly ask that all appointment-related requests and updates follow the guidelines below:

Primary Communication Methods
All appointment changes, scheduling requests, and time-sensitive communication must be made via call or text to Chores & More at 631-397-0177 during our business hours. Messages sent through other platforms — including email, our website chat box or social media direct messages — may not be monitored in real time and may experience delayed responses.

Saving Our Contact Information
To ensure you receive all important updates, we strongly recommend saving our contact information:

- Primary Number: 631-397-0177 (calls & texts)
- Reminder/Notification Number: 631-380-4841

Saving these numbers helps prevent messages from being filtered into spam or blocked folders and ensures you receive all scheduling updates and reminders.

Appointment Reminders
As part of our communication process, you will receive:

- Text Message Reminder: two days prior to your scheduled cleaning (from our reminder number)
- Email Reminder: three days prior to your scheduled cleaning (sent to your email address on file)

These reminders are provided as a courtesy to help you stay informed of your upcoming service.

Call Recording
Please note that phone calls with Chores & More may be recorded for quality assurance, training, and documentation purposes.

Estimate Adjustments

All estimates provided are based on a projected time range required to complete your service. In some cases — particularly during initial or deep cleanings — the actual condition of the home may require more time than originally estimated. If additional time is needed, your assigned Deep Clean Specialist will notify our office, and we will contact you within the first hour of your appointment.

At that time, you will have the option to:

- Approve additional time at an added cost, or
- Adjust the scope of the cleaning to fit within the originally scheduled time

For recurring services, if we determine that a significantly greater amount of time is consistently required to maintain your home to our standards, we reserve the right to adjust your service price accordingly.

We appreciate your understanding as we work to deliver the highest quality service possible.

Public Health & Safety

In light of the 2020 Covid-19 pandemic, the safety of clients and staff members alike is Chores & More's number one priority. By having us come to clean on your scheduled day, you confirm that:

- You and everyone else in your household *do not* have symptoms of Covid-19 or any other communicable disease, including fevers, shortness of breath, a persistent cough, or loss of smell and/or taste
- You and everyone else in your household have *not* tested positive for Covid-19, influenza or any other communicable illness within the last week
- You and everyone else in your household are *not* under orders to quarantine for any reason

If you start to experience symptoms of Covid-19 or any other communicable illness, please notify us as soon as you can.

Working Conditions

It is essential that the conditions of your home meet the needs of our staff members. If your crew members feel that conditions in the home are unsafe or dangerous, you will be immediately notified of the situation and they will leave the premises. Examples of unsafe working conditions include:

- **Extremely high (or low) temperatures.** We request that you please keep your thermostat at a reasonable temperature (between 64° & 74°), especially in the summer. Physical labor in heat is not only extremely uncomfortable for our workers, but also dangerous.
- The smell of natural gas is present. If our employees suspect a gas leak, you will be notified immediately.
- Biohazardous waste in the home. ***This includes pet waste.*** Our crew members are not certified to clean up biohazardous waste and will not touch any kind of biohazardous waste.
- Fire hazards of any kind, or if the smell of smoke becomes present, including cigarette smoke.
- There is a pest infestation of any kind.

If the assigned technician(s) need to leave the premises and stop the cleaning due to unsafe working conditions, the no-notice cancellation fee will be applied.

If smoking occurs within the home, we kindly ask that the space be aired out prior to your scheduled service by opening windows or allowing for proper ventilation. For the comfort and safety of our technicians, we ask that no smoking take place inside the home while service is being performed.

Products and Chemicals

To ensure consistent quality and results, Chores & More uses professional cleaning products and equipment selected for their effectiveness and safety. Our standard products may include, but are not limited to:

- Dawn Platinum Dish Soap
- Pledge® (Lemon Clean)
- Unger®, Zep®, or Sprayway® Ammonia-Free Glass Cleaner
- Scott's Liquid Gold® Polish
- Clorox® Clean-Up All-Purpose Cleaner with Bleach
- Fabuloso® (Lavender), diluted for floor cleaning primarily to provide a fresh scent
- Ajax® All-Purpose Powder Cleaner with Bleach

From time to time, additional cleaning products not listed above may also be used as needed.

Client-Supplied Items

We ask that clients provide the following items for each cleaning:

- One kitchen sponge
- One toilet bowl brush per bathroom
- Paper towels

- Garbage bags

If paper towels are unavailable at the time of service, our team may purchase them for immediate delivery and use. The cost will be added to your invoice, and a copy of the receipt will be provided.

Product Requests

If you prefer that we use a specific cleaning product, please notify our office before your scheduled cleaning and have the product available on the day of service.

If you have allergies, sensitivities, or would like us to avoid using certain products, please let us know in advance. We will make reasonable accommodations whenever possible; however, we cannot guarantee that every request can be accommodated.

Vacuums & Equipment

Our teams use commercial-grade vacuums equipped with HEPA filtration, which capture up to 99.97% of airborne particles measuring 0.3 microns or larger. These vacuums are designed to improve cleaning performance while reducing allergens such as dust, dust mites, and pet dander.

If you request that we use your personal vacuum, mop, or other cleaning equipment, additional cleaning time may be required. If the use of client-provided equipment significantly increases the length of the service, Chores & More reserves the right to adjust the quoted price accordingly.

Chores & More is not responsible for any damage, malfunction, or maintenance of client-provided cleaning equipment. Additionally, because we cannot verify the condition or performance of personal vacuums and other equipment, we cannot guarantee the quality of the cleaning when client-owned equipment is used at the client's request.

Chores & More assumes no liability for damages resulting from the use of client-requested cleaning products, tools, or equipment that differ from our standard supplies.

Bleach Policy

Because bleach-based products contain harsh chemicals, we use them only when necessary. If bleach is used during your cleaning, we recommend ventilating the area afterward by opening windows or running an exhaust fan until the space has fully aired out.

Pet Policy

At Chores & More, we love our furry friends and are happy to work in homes with pets!

For the safety of both your pets and our team, we ask that any pets with a history of aggression be securely separated from the areas being cleaned during your service.

If at any time our technicians feel unsafe due to a pet's behavior, we will request that the pet be contained. If no one is home or the situation cannot be resolved, we reserve the right to leave the premises and reschedule the service. In such cases, a same-day cancellation fee will apply.

While we take great care during every cleaning, pets may re-enter cleaned areas during service. As a result, light fur, paw prints, or minor disruptions may occur after areas have been completed.

Company Closings

Office and Service Hours

Chores & More's office is open Monday through Friday from **8:00 AM to 5:00 PM**. During these hours, our team is available to assist with scheduling, account inquiries, and customer support.

Our technicians may begin scheduled services earlier than our office hours when operationally necessary. While we make every effort to arrive within your scheduled service window, appointment times may vary due to route adjustments, traffic, weather, or other unforeseen circumstances.

Chores & More will be closed on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day, and New Years Day. Black Friday is offered as an optional work day to our staff.

We reserve the right to close on additional holidays or for company-wide meetings, training events, or other operational needs. Whenever possible, clients will receive at least 48 hours' notice of any planned closure. We will always make every effort to reschedule your service, although availability cannot be guaranteed.

Weather and Emergency Closures

The safety of our team members is our highest priority. While our technicians are equipped to work in a variety of weather conditions, service may be delayed, rescheduled, or canceled if travel or working conditions are determined to be unsafe.

This may include, but is not limited to:

- Flooding or flooded roadways
- Snowstorms or icy road conditions
- State or local travel advisories or emergency declarations
- Any other condition that poses a risk to the safety of our employees

If your service must be postponed due to weather or another emergency, we will notify you as soon as possible and work with you to determine the best rescheduling option. Chores & More reserves the right to delay or suspend operations whenever conditions are deemed unsafe for our employees or clients.

Employee Assignment Policy

All Chores & More team members are thoroughly vetted, screened, and trained to uphold our company's standards of quality and care. While we are happy to accommodate requests for a specific technician whenever possible, we cannot guarantee the same team member(s) for every visit. Scheduling may vary due to factors such as time off, illness, vacations, or overall staffing needs.

Rest assured, every member of our team is fully qualified and prepared to deliver a consistent, high-quality cleaning experience — no matter who is assigned to your home.

Non-Solicitation and Communication Policy

To protect the integrity of our team and business operations, Chores & More maintains a strict non-solicitation policy. Clients and technicians are **not permitted to exchange personal contact information** under any circumstances. This includes, but is not limited to:

- Personal phone numbers
- Email addresses
- Social media accounts
- Payment handles (Venmo, Cash App, Zelle, etc.)

All communication regarding services, scheduling, or requests must go directly through the Chores & More office.

Additionally, technicians are not permitted to accept direct payment or tips through personal platforms. If you wish to provide a tip, we are happy to facilitate this through the office to ensure it is properly received.

Any attempt to bypass Chores & More by soliciting or engaging technicians outside of the company is a direct violation of this policy and will not be tolerated. We reserve the right to immediately suspend or terminate services in such cases, and any violation of this policy will be subject to the terms, fees, and legal remedies outlined in our Non-Solicitation Agreement, which all clients are required to review and sign prior to the start of service.

Additional Policies and Service Guidelines

To ensure a smooth and consistent experience, please review the following policies:

Home Readiness & Conditions

- If your home requires a significant amount of additional time for tidying, organizing, or putting items away, we reserve the right to adjust your quote or apply an additional charge.
- While dishwashing or loading the dishwasher is included, an excessive number of dishes (more than 8 items) may require additional time and may result in an added charge.
- We include vacuuming under beds as part of our service where accessible. Our technicians will vacuum as far under the bed as possible using appropriate equipment. If items such as storage bins, personal belongings, or clutter are present under the bed, we will clean around these items as best as possible. We do not move or remove items from under beds. Areas that are obstructed or inaccessible due to stored items may not be fully cleaned. This applies to any furniture within the home.
- If interior cabinet cleaning (kitchen, bathroom, or medicine cabinets) is included in your service, all cabinets must be fully emptied prior to our arrival. Cabinets containing any items will not be cleaned.
- Changing bed linens is not included in our standard service and must be requested and approved in advance. When this service has been scheduled, please ensure:
    - The bed is stripped prior to our arrival. For the safety of our team, technicians will not remove used linens.

- Clean linens are left out on the bed as an indicator for your technician

Window Cleaning, Track Cleaning & Screen Removal

Chores & More, LLC offers interior window cleaning as an additional service. Exterior-facing window surfaces may only be cleaned when the window is designed to tilt or flip inward, allowing safe access from inside the home.

For safety and liability reasons, Chores & More does not remove, reinstall, or otherwise handle window screens.

Clients requesting window cleaning are responsible for removing any screens that obstruct access to the glass prior to their scheduled service. Windows with screens that have not been removed will be skipped, and Chores & More will not be responsible for incomplete window cleaning resulting from inaccessible glass surfaces.

Window track cleaning is not included in our standard cleaning services, including our Gold Deep Cleaning package, or in our standard interior window cleaning add-on. Due to the additional time and labor required, window track cleaning must be specifically requested and approved prior to the scheduled service. Additional charges will apply based on the number of windows, accessibility, and condition of the tracks.

Window tracks that have not been included in the agreed-upon scope of work will not be cleaned as part of the scheduled service.

All window and track cleaning is subject to our standard safety and accessibility limitations. Chores & More does not remove window screens, disassemble window components, or perform repairs or restoration of window mechanisms.

Home Refresh — Laundry Organization & Put-Away

As part of our Home Refresh service, Chores & More may fold and put away clean laundry in designated drawers, closets, or other storage areas. While our team will make every reasonable effort to place items in their appropriate locations, we cannot guarantee that all clothing or personal belongings will be returned to the client's preferred location.

To ensure the best possible results, we strongly recommend that clients clearly label drawers and storage areas, separate laundry by household member, and provide specific instructions regarding where items should be placed. If clear instructions are not provided, our team will use reasonable judgment when putting items away. Alternatively, clients may request that clean laundry be folded and neatly placed on a bed or another designated surface for them to put away themselves.

Chores & More is not responsible for items being placed in a different drawer or storage location than the client intended, provided the items were handled with reasonable care.

Oven & Warming Drawers

When interior oven cleaning is included in the scheduled service, cleaning of the drawer located beneath the oven or range is also included, provided the drawer is completely empty and safely accessible. Clients are responsible for removing all baking sheets, cookware, utensils, and other stored items from the drawer prior to our arrival. Our technicians will not empty, reorganize, or remove items from oven drawers. If any items remain inside, the drawer will be skipped.

All oven and warming drawers must be cool to the touch before cleaning. Chores & More does not disassemble oven components or clean areas that cannot be safely accessed.

Garbage Disposal & Removal

As part of our standard cleaning services, Chores & More will collect and replace household garbage bags in the designated waste receptacles included in the scheduled cleaning.

Clients are responsible for providing an accessible garbage can, dumpster, or other appropriate waste disposal location on the property. Chores & More does not transport garbage off-site or remove household waste from the property. If no designated disposal location is available or accessible, our technicians may leave the securely tied garbage bags in a reasonable, accessible location outside the home or in another location designated by the client.

Once garbage has been placed in the designated location, Chores & More is not responsible for subsequent disturbances, including bags being opened or damaged by animals, weather, or third parties, or any resulting spills or messes.

Service Requests & Limitations

- Requests for add-on services must be made prior to your scheduled cleaning, with 48 hours' notice recommended. While we will do our best to accommodate, availability is not guaranteed.
- We do not allow substitutions during service (for example: cleaning an interior appliance in place of a room, or swapping one room for another).

Wall & Tile Cleaning

Standard cleaning services include wiping accessible tiled surfaces within the shower or bathtub enclosure as part of routine bathroom cleaning.

Cleaning tiled walls outside of the shower or bathtub enclosure is not included in our standard cleaning services, regardless of whether those surfaces are located in a bathroom. Clients who wish to have additional tiled wall surfaces cleaned may request this service in advance. Such requests are subject to approval, scheduling availability, and additional charges based on the time and labor required.

For safety and liability reasons, Chores & More does not wet wipe, wash, or scrub painted walls or other non-tiled wall surfaces. Any wall or tile cleaning remains subject to our standard safety, accessibility, and surface-condition limitations.

Floor Care Expectations

Floors naturally accumulate buildup over time, and dirt may settle into grout, cracks, or textured surfaces. While our mopping process provides a thorough clean, we cannot guarantee that floors will wipe completely clear. For best results, we recommend periodic professional deep cleaning by a floor specialist.

Workplace Distractions

If our technicians encounter distractions that impact their ability to work efficiently, we reserve the right to request additional time or adjust the scope of work.

Distractions may include:

- Pets
- Third parties present in the home
- Active contractors or ongoing projects

- Frequent interruptions

We will always do our best to work around these situations; however, additional time may be required to complete the service to our standards.

Liabilities

Chores & More, LLC is not liable for damage resulting from normal wear and tear, pre-existing conditions, or items that are not properly secured.

If any damage occurs during the course of service, we will notify the client as soon as possible. If Chores & More determines that it is responsible for damage caused by our negligence, our sole obligation shall be, at our discretion, to repair the item or replace it with an item of comparable value.

All damage or breakage claims must be reported within 24 hours of service completion. Claims reported after this timeframe will not be considered, and Chores & More will not be held responsible.

Additionally, Chores & More reserves the right to decline or limit service to any area or item that is deemed unsafe, unstable, or poses a risk of damage or liability. This is done to ensure the safety of your home, your belongings, and our team.

What we will ***not*** do during your service:

For the safety of our team, the protection of your home and belongings, and to ensure consistent service quality, Chores & More does not perform the following:

Safety & Accessibility

- Climb higher than a two-step ladder.
- Clean areas beyond the safe reach of our step ladder, except with our extendable duster.
- Move, lift, or slide furniture, including beds, dressers, nightstands, and similar items.
- Move or lift appliances or any item weighing more than 25 pounds.
- Lift or move large or fragile items.
- Work in homes where the oven's self-clean cycle is in use.
- Work in spaces where an ozone generator is actively operating.

Disassembly & Specialized Cleaning

- Disassemble light fixtures.
- Disassemble shower door seals, oven components, refrigerator components, or other appliances.
- Disassemble furniture or appliances for cleaning.
- Scrape paint, adhesive, or other debris from floors.
- Wash floors or scrub grout by hand (unless approved in advance).
- Steam floors (unless approved in advance).
- Wet wipe, wash, or scrub painted or non-tiled walls. Tiled walls outside shower or bathtub enclosures are excluded from standard cleaning unless separately requested and approved.
- Clean the underside of over-the-range microwaves or stove vent grates.
- Clean window tracks unless specifically requested, quoted, and approved as an additional service.

Furniture, Electronics & Household Items

- Clean televisions, computer monitors, or other electronic screens.
- Clean the interior of china cabinets or curio cabinets.
- Wipe chandeliers or blinds by hand.
- Move excessive décor or clean heavily cluttered areas.

Bedrooms

- Change duvet covers.
- Change sheets on the top bunk of bunk beds.

Appliances

- Clean the interior of freezers unless they are unplugged, empty, and completely thawed.

Health & Hazardous Conditions

- Clean or remove biohazardous materials, including blood, bodily fluids, pet waste, or other hazardous substances.
- Remove or clean fire damage, water damage, or mold.

Other Exclusions

- Empty diaper pails or litter boxes, or provide pet- or child-related services.
- Provide fabric or furniture stain removal.
- Open or clean inside drawers, cabinets, or closets unless previously agreed upon or during a Home Refresh or Professional Organizing service.
- Empty cabinets or drawers to perform interior cleaning, including during move-in/move-out services.

Our Satisfaction Guarantee

We proudly stand behind our work with a **24-hour Satisfaction Guarantee**. If you are not completely satisfied with your cleaning for any reason, please contact our office within 24 hours of your service. We will gladly schedule a complimentary re-clean of the areas that did not meet your expectations.

To qualify for a complimentary re-clean, we must send at least one member of the original cleaning team back to your home. If you prefer that a different technician complete the re-clean, the visit will be billed at our current hourly rate. Additionally, **the original service invoice must be paid in full before any complimentary re-clean is scheduled**.

If you choose to decline a re-clean, the concern will be documented as a complaint that has been resolved.

Please note that our Satisfaction Guarantee **does not apply to timed services**, including our Priority Cleanings. Because these services are performed within a pre-purchased time window, we can only guarantee that our team will remain on-site for the purchased amount of time.

For **Initial Deep Cleanings**, if our team determines that additional time is needed to complete the agreed-upon scope of work and you decline the additional time, the Satisfaction Guarantee will no longer

apply. Any areas that are excluded from the initial cleaning due to approved time limitations will also be excluded from your ongoing recurring maintenance cleaning schedule unless additional time is added in the future.

After **24 hours** from the completion of your service, Chores & More, LLC cannot accept responsibility for cleaning discrepancies, damages, or other concerns. All concerns must be reported within this 24-hour window.

To help maintain our high quality standards, a member of the Chores & More management team may occasionally visit your home during an initial or recurring cleaning to perform a quality inspection. If your home is selected for a quality check, we will notify you by text message or phone call.

The existence of a service concern does not automatically entitle a client to a refund or cancellation of payment for services performed. Requests for refunds or billing adjustments will be reviewed individually in accordance with the agreed scope of work, documented service performance, and applicable law. Declining an offered corrective service does not, by itself, cancel an otherwise valid payment obligation.

Photo and Marketing Consent

Chores & More may take photos of areas within your home for quality control, internal documentation, and training purposes. These photos are used solely by our team to maintain service standards.

We may also use non-identifying photos for marketing and social media purposes. We respect your privacy and will never intentionally include personal or sensitive items (such as family photos or identifying information) in any content.

Clients who **do not consent** to the use of photos for marketing purposes must indicate their preference by selecting the designated opt-out checkbox within their service quote prior to approval.

If the opt-out checkbox is not selected at the time of quote approval, consent for photo use will be deemed granted.

Client privacy preferences will always be respected when properly communicated in advance.

Right to Refuse or Discontinue Service

Chores & More reserves the right to refuse, suspend, or terminate service at any time, with or without notice, for any lawful reason.

Acknowledgement of Terms and Conditions

By approving your service and providing a digital signature, you acknowledge that you have received, reviewed, and agree to the Chores & More Terms of Service & Policies (“Terms”).

You understand that it is your responsibility to read and familiarize yourself with the contents of these Terms prior to the start of service.

You acknowledge and agree that:

- Your digital approval and signature serve as confirmation of your acceptance of all terms, policies, and agreements provided, including but not limited to the Terms of Service, Non-Solicitation Agreement, and any applicable service or sales agreements.
- Chores & More, LLC reserves the right to update, modify, or amend these Terms at any time. Updated versions may be provided electronically, and continued use of our services constitutes acceptance of any changes.
- These Terms are intended to outline policies, procedures, and expectations, and do not guarantee service for any specific duration.
- Chores & More, LLC reserves the right to refuse, suspend, or terminate services at its discretion, in accordance with the policies outlined herein.

Thank You!

Thank you for choosing Chores & More. We truly appreciate the opportunity to care for your home and are committed to delivering a consistently high-quality service experience. If you have any questions, requests, or feedback, please don't hesitate to reach out to our team — we're always happy to help.

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