



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. Prior to your first service, we require a credit card to be put on file.** 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.

For one-time and initial cleans, you may request to be invoiced or have your card on file charged automatically after the service is complete. For recurring services, the card on file will be set up to be automatically charged, unless you tell us you'd like to be invoiced. For automatic payments, the card on file is charged upon completion of the service. You will then receive a receipt to your email on file. In the event of a declined payment, you will be notified immediately. Any significant delays on payments can result in a fee at our discretion. Receipts for credit card and ACH payments are promptly emailed after every transaction.

Payment Due Date

Payment is due on the date of the scheduled service. If you opt to receive invoices, your card on file will be charged if payment for your service is not paid within 24 hours after the service is completed. If payment is not made within 24 hours, a 10% late fee will be applied. 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.

If there is an outstanding balance on your account, we will suspend service until the invoice is 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.

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.***



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

Chores & More may use the following products:

- Dawn Platinum Dish Soap
- Pledge – Lemon Clean scent
- Unger, Zep or Sprayway Ammonia-Free Glass Cleaner
- Scott's Liquid Gold Polish
- Clorox Clean-Up All-Purpose Cleaner with Bleach
- Fabuloso – Lavender scent (diluted with warm water and dish soap on floors for fragrance)
- Ajax All-Purpose Powder Cleaner with Bleach
- BioClean Hard Water Stain Remover
- OdoBan Multipurpose Cleaner and Disinfectant – Lavender Scent

Some other products not listed here may be used during your visit.

We require that you provide a sponge (for the kitchen), a toilet bowl brush, paper towels and garbage bags.

If you would like us to use a different product of your choice, please let us know prior to your scheduled cleaning and provide the product for us to use on the day of the cleaning.

If you would like us to ***not*** use any of the above listed products, please let us know and we will do our best to make accommodations.

In addition to the products listed above, Chores & More uses top-quality vacuums with HEPA filters, which are high-efficiency particulate air filters. They are designed to remove 99.7% of all particles that measure 0.3 microns or larger that pass through it. In a nutshell, HEPA filters are a lot more effective in fully removing dust, dust mites and other allergens. These vacuums are commercial-grade, ergonomic vacuums that save us a lot of time. If you request that we use your vacuum or mop and it takes significantly longer, we reserve the right to adjust your quote.

Chores & More will not accept liability for damages directly or indirectly caused by non-standard company cleaning products, tools and/or equipment that you request to use. Additionally, we are not liable for any damage caused from using a client's vacuum cleaner upon the client's request. Should you request that your vacuum cleaner is used for floor cleaning, the quality of the floor cleaning will not be guaranteed. Chores & More is not responsible nor trained to perform any repair or maintenance to the client's vacuum.

Bleach Policy

Due to the hazardous chemicals in bleach products, we will only use them if absolutely necessary. If we

do use bleach to clean a specific area, we recommend that you air it out by opening a window or turning on a vent.

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

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.

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.

Additionally, we reserve the right to close on any other holiday. You will be notified at least 48 hours ahead of any holiday closure. We will try our best to reschedule your cleaning, but can not guarantee availability, and may instead need to skip the cleaning and resume on your next scheduled service.

Our employees' safety is our first priority. As such, Chores & More will close during bad weather conditions. In the event that we cannot make it to your scheduled service, we will give you as much notice as we can, and you can choose to either reschedule or skip your cleaning.

Chores & More reserves the right to close for any reason on any day, but will always notify you of any closing.

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

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).

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. In cases where Chores & More is determined to be at fault, we reserve the right to repair or replace the damaged item at our discretion.

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.

Our Satisfaction Guarantee

We proudly offer a 24-hour service guarantee! If you are not satisfied for any reason, call our office within 24 hours for a re-clean of the unsatisfactory areas. We appreciate the opportunity to correct any issues in a timely manner! If a re-clean of unsatisfactory areas is declined, it will be documented as a complaint that has been resolved.

Please note that our satisfaction guarantee does not apply to timed services like our Priority Cleanings. Due to the nature of these services, we can only guarantee to occupy the property for the purchased time window.

For all of our initial cleanings, if additional time is required to complete the job and you decline, the 100% satisfaction guarantee will not apply. Additionally, any areas found to need exclusion in the initial cleaning due to approved time constraints will be removed from your recurring maintenance cleaning schedule.

We value your satisfaction and are committed to resolving any issues promptly!

After 24 hours, Chores & More, LLC is not responsible for discrepancies, damages, or concerns. All issues must be reported within this timeframe.

To maintain our high standards, a member of the Chores & More team may visit your home during a service to perform a quality check on initial or recurring cleanings, and will notify you via text message or phone call if a quality check is scheduled for your home.

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

- Change duvet covers nor change the sheets on the top bunk of bunk beds
- Enter drawers, cabinets or closets (unless agreed upon prior to your scheduled service)
- Climb higher than a two-step ladder
- Clean areas above the reach of our step ladder, except with our extendable duster
- Clean televisions or any kind of electronic screen
- Move or lift appliances or anything heavier than 25 pounds
- Clean the underside of hanging microwave and stove vents/grates
- Wet wipe or scrub walls
- Move around excessive décor or cluttered areas
- Clean the interior of China or curio cabinets
- Wipe chandeliers or blinds by hand
- Washing floors or scrubbing floor grout by hand (unless agreed upon prior to your scheduled service)
- Steam floors (unless agreed upon prior to your scheduled service)
- Clean interior freezers, *unless* they are unplugged, empty and completely thawed out
- Clean or remove any kind of biohazardous waste, including blood, bodily fluids and pet waste
- Remove or clean fire or water damage, or mold
- Provide any pet or children-related services, nor empty diaper pails nor litter boxes
- Provide fabric or furniture stain removal
- Disassemble light fixtures
- Disassemble seals on shower doors, ovens or refrigerators
- Disassemble any furniture or appliances to clean them
- Lift or move large or fragile items
- Work in homes where the self clean feature is engaged on an oven
- Work in spaces where an ozone generator is presently being used

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 assumed.

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

Right to Refuse or Discontinue Service

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

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.
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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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