

## Our Rules

Dear customers, please read our rules before placing your orders. In an effort to continue maintaining a 100% customer satisfaction rating we request all our customers to read our rules before placing your orders.

- Our Quality - It is always our goal to establish a long term relationship with our customers and we strive to provide the same level of quality service to all our customers. The only way we can do this is with your help. Customers MUST be present at home on their 1<sup>st</sup> appointment when our staff get there. Customers meaning the person who is placing the order and not their family members. As this is our 1<sup>st</sup> time in your home we request to spend some time with our staff so they are able to learn what you like and don't like and how you like things done including showing them where your supplies are. Customers MUST check all work before our staff leaves to ensure everything has been done to your satisfaction. Our staff is not allowed to leave any job sites without a customer confirming that everything has been done to their satisfaction. This is the time when anything that a customer is NOT satisfied with can be corrected. There are no exceptions on this and is the only way to ensure that you are 100% satisfied with our service and we have done our job.
- Refund Policy – There are absolutely no refunds for any reason period. We are more than happy to reschedule you for another date and time for emergencies but there are no refunds what so ever.
- Rescheduling Appointments – Customers must notify us within 24 hours of their service date and time to reschedule. You will be charged \$50 rescheduling fees if it's not within the 24 hour time line. Please understand that most of our service agents are moms and have to find baby sitters, organize their house holds to come service you. When we have last minute rescheduling, they are the ones who loose out the most.

Supplies – All customers must have their own supplies. If you don't then it will interfere with the time line that you have booked us for. We have had several instances where customers do not have a vacuum cleaner, which slows things down and creates double the work for our service agents to clean by hand. All customers are required to let us know what equipment and supplies you have or don't have before placing your orders so we can suggest the best way to get you serviced.