Business Policies for NEA Pro Clean, LLC

Alarms:
There is no need to disarm your alarm on the day of our cleaning. Contact your alarm company and they will give you a code that is unique for our cleaning service. Please notify us if the alarm code changes.

Billing:
A statement will be mailed to you after the 15th of each month. Payment of services is due by the 1st of each month. Payments are to be mailed to our post office box. The customer will be required to pay all cost associated with collection procedures and any late charges should the account ever become delinquent.

Bleach:
NEA Pro Clean does not use bleach. If the client requests the use of bleach, or any products containing bleach, a waiver must be signed. NEA Pro Clean is not responsible for any damage it may cause.

Breakage or Damage:
We are as careful as possible while we are cleaning you home, however, sometimes damage does occur,. It is our policy to leave a note letting you know if anything has been broken or damaged. Please contact Shannon to let her know if you would like the item replaced or repaired. Notification must be made within 24 hours of breakage/loss of any personal items. We are not responsible for damage incurred by the improper installation of any object. Please advise us of any items that may not be properly installed such as blinds, pictures, curtain rods loose carpet, etc. All items are assumed to be hung properly and all surfaces are assumed to be sealed unless we are notified otherwise. We do not accept liability for items damaged prior to our cleaning.

Cleaner:
You will be assigned a cleaner when beginning with our cleaning service. You will have the same cleaner on a regular basis. We will not substitute your cleaner without prior authorization from you. Your cleaner signs a legal contract with NEA Pro Clean agreeing to clean for you only by working through our cleaning service. The cleaner is legally prohibited under a non-compete contract from working directly for you for one year after no longer working for NEA Pro Clean. Your cleaner is bonded, insured and has workers' compensation insurance only when working for NEA Pro Clean. A copy of these documents is available, upon request.

Cleaner's Personal Safety:
If at any time an employee feels that their personal safety is at risk due to an aggressive pet, the client, guests of the client or actions by any individuals on the premise they are required to leave the premises immediately. NEA Pro Clean reserves the right to deny service or terminate service because of safety concerns or inappropriate or uncomfortable situations. You will be charged the full cleaning amount if the cleaner must leave under these circumstances.

Cleaning Rates:
Cleaning rates are subject to change as the condition of your home changes. Additional services need to be requested in advance so we can schedule the additional time needed.

Confidentiality:
It is our policy to keep all matters regarding our clients and their homes confidential. We do not discuss our clients with other clients nor do we discuss them with other people. The cleaners are required to sign a confidentiality agreement with NEA Pro Clean. A copy of this will be provided, upon request. We do not share your personal or credit information with any other parties.

Confidential Documents or Items:
Please be sure that any confidential or potentially illegal documents or substances are put away before the cleaning team arrives.

Direct Hire of Employee:
Our company values our cleaners. If you are interested in employing one of them there is a 90 day buy-out clause, which means you will need to reimburse NEA Pro Clean for 90 days of the cleaner's salary to cover rehiring and training of said employee's replacement.

Dissatisfied with the Cleaning:
If you are dissatisfied with the cleaning we offer you two options: One is to contact Shannon Hovis and discuss the matter with her. She will see to it that the problem is resolved immediately. Two, you can leave a note for your cleaner asking that he or she make the needed changes. A survey is sent out periodically and your response helps to resolve problems quickly. Please note that we are not miracle workers. We cannot correct damage that was done by a previous cleaner. Some items may take several cleanings to meet the client's satisfaction.

Entry Into The Home:
You may choose to give NEA Pro Clean a key, which will be given to the cleaner, a garage code, or you may choose to hide a key which will be replaced after the cleaning is finished. If you choose to give us a key, a copy will be made. The original will be stored in our business safe. The copy will be given to your assigned cleaner. We do not mark keys with your name or any identifying information. If the key is ever lost or stolen it cannot be traced back to your home. Please make sure that whatever way you choose for entry is reliable. There is a charge of 50% of your regular cleaning cost, plus taxes, if the cleaner arrives to clean and is unable to do so due to a non-working garage door, key not being left out, etc. Please do not place the key under the mat as burglars are aware that this is a favorite hiding place. If you choose to leave a key hidden on the outside of your home NEA Pro Clean will not be responsible for your home or the contents before and after the cleaner is there as we cannot guarantee that we are the only ones who will have access to your home.

Failure to Provide Advance Notice of Cancellation:
Service reliability is extremely important. We will often turn down business rather than disrupt a regularly scheduled customer. In exchange we must request that you give us a minimum of 24 hours advance notice if you need to cancel or reschedule your appointment for any reason. Our business cell number, 870-378-1770, is available to you at all times. You may even text us after hours. Failure to provide adequate notice will result in a $30 late cancellation fee.

Frequent Cancellations:
Frequent cancellations may result in a termination of our services.

Guarantee:
NEA Pro Clean offers a 100% guarantee on all of our cleaning services. Any necessary adjustments must be reported to our office within 24 hours of the cleaning date for resolution by one of our cleaning staff members.

Health Issues:
Due to potential health risks for the cleaner it is our policy that the cleaner does not clean or handle any biohazards. The cleaner will not clean animal cages or litter boxes, animal droppings, human feces, urine, vomit, blood, soiled clothing or other similar biohazards. Should any member of your household require the use of syringes, please insure that they are disposed of safely. Any secure container like a coffee can, may be used to store used syringes and/or needles prior to final disposal. Any unexpected stab by an insecure needle can pose serious health concerns to our cleaners. If anyone in your household has a medical issue that could result in the cleaner's ill health we ask that you make us aware of that situation.

Holidays:
NEA Pro Clean does not make holiday visits. If your scheduled day falls on a holiday, NEA Pro Clean will call to reschedule. We do not clean on the following holidays: Thanksgiving, Christmas Day, New Year's Day and 4th of July. If your cleaning falls on any other holiday it is your responsibility to cancel the service. Your cleaner may also choose not to work on certain holidays.

Illness:
As a courtesy to your cleaner if you or anyone in your household is ill with a contagious illness please cancel your cleaning service. Your cleaner is required to provide you with the same courtesy. The 24 hour cancellation fee will not apply if canceling for illness. Many of the cleaners live in Pocahontas, Paragould and areas surrounding Jonesboro. They usually leave at 8:00 AM in order to arrive at your home by 9:00 AM. Please call before 8:00 AM if you need to cancel on the day of cleaning due to sickness or an emergency.

Items Given to Cleaner:
NEA Pro Clean does not allow its employees to take any item from the customer's home without having written authorization from the client. This is for both the employee and the client's protection.

Job Description:
Your cleaner is not responsible for "daily" clutter, such as picking up after the children, moving dirty clothes, putting away hair and makeup products, cleaning litter boxes, etc. Valuable cleaning time is often wasted on simply preparing a room to be cleaned. Make the most of your visit by having your home ready. We reserve the right to not clean a room or area that is extremely cluttered.

Job Injury:
NEA Pro Clean does not use ladders over 2 feet tall or move items more than 20 pounds to protect us and our employees from injury. If you would like cleaning behind heavy objects, please move prior to cleaning.

Late Payments:
Payments received after the seventh (7th) of each month are subject to a $25.00 late fee. This amount will be incurred for each month that the account is past due. In the case of frequent late payments, we reserve the right to terminate our services.

Missed Appointment Fee:
If the cleaner arrives and is unable to clean due to a locked gate or door, forgetting to leave the key, the garage code won't work, etc., the

client will be charged 50% of the regular cleaning cost, plus taxes.

Preparation for Cleaning:
It is our recommendation that you have the house prepared so that the cleaner can start upon arrival. Have all of the needed supplies on hand, including extra vacuum bags, cleaning cloths and paper towels. Make sure that your equipment is in good working condition, such as no clogged vacuums or empty spray bottles. The customer is responsible to have all equipment in working order, such as vacuum bags changed, belts replaced, and supplies filled. Damage to equipment due to failure to have the equipment in working order is the customer's responsibility. Your cleaner will find it hard to be motivated to do a good job if the home is disorganized and ill-prepared.

Rare/Expensive/Sentimental Items:
If you have an item that is rare, extremely expensive, or has sentimental value, we request that you store this item away on your cleaning day or bring it to our attention so that the cleaner will know not touch the item. We will not be responsible for damage to items such as this that you do not make us aware of. A note regarding this item will be on your Service Agreement and also given to your cleaner. Items which are irreplaceable, hard to find, etc., are not covered by our breakage policy. Please remove these items the day of your cleaning.

NEA Pro Clean Cancellations:
We reserve the right to cancel scheduled cleanings due to inclement weather. The decision to cancel is left up to the cleaner.

Referrals:
NEA Pro Clean offers a gift certificate at a local restaurant of our choice for all completed referrals. This is our way of saying thank you to our customers.

Returned Checks:
A $25.00 fee will be charged for each check returned by the bank for insufficient funds. Any additional fees imposed by the bank will also be charged to the client.

Security:
For your security as well as your house cleaners, we do not open the door to anyone. If you are expecting a guest or a delivery, please leave a note authorizing your cleaner to answer the door.

Special Requests:
Please call the office in advance to request any extra cleaning. Advance notice, especially during the holidays, is recommended.

Termination:
In the event that you no longer require our services we ask that you give a fourteen (14) day notice. This gives us time to replace your cleaner's job with another so that the cleaner does not have an interruption of income.

Terminate Service:
NEA Pro Clean reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.

Tipping:
Some people tip their cleaner after each cleaning, others tip when an extra job has been done and some prefer to tip at the end of the year to show their appreciation for the cleaning done throughout the year. This is a personal decision. Any tips sent to the office will go directly to the cleaner.

Vacations:
If you are going on a vacation, we ask that you give us advance notice. Please remember that your cleaner depends upon this money as their income. If possible, we ask that you re-schedule the cleaning date. Your cleaner also takes vacations during the year. When this occurs you have the option of cancelling your service until the cleaner arrives back to work or requesting that another cleaner takes over the job until your cleaner returns.