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SHINE

Residential Cleanings



SHINE LIKE A DIAMOND CLEANING & CONCIERGE

Thank you for your interest in our services. & allowing us to provide you with an estimate.

Here at Shine Like A Diamond Cleaning & Concierge, we're dedicated to providing you with prompt, reliable, trustworthy, & flexible service. We are licensed & insured company, established in 2018.

Our goal is to make your life easier and more enjoyable by taking care of the cleaning for you.

- We offer customizable cleaning plans & upgrades that can be tailored to your specific requirements.
- We offer same day emergency cleanings.
- With more than 15 years of experience, our cleaners deliver exceptional results.
- We offer 7 days a week customer support that is available via phone, & email as well as convenient booking for your cleaning sessions.
- For your convenience, we send out text & email reminders 3 days prior to your appointment to always keep you aware, which allows plenty of time in case you need to reschedule.
- For forms of payment, we accept checks, Venmo, Zelle pay. Major credit cards are accepted
- References upon request
- Google page reviews

We are looking forward to working with you & hope to maintain a relationship.

Thankyou,

April Kowalsky - Owner

Shine Like A Diamond Cleaning & Concierge

732.908.6011

609.300.9406

Info@sladclean.com





SHINE LIKE A DIAMOND CLEANING & CONCIERGE

TERMS & CONDITIONS

HOURS OF OPERATION	OFFICE HOURS	Monday - Friday 9am - 5pm
	FIELD HOURS	Sunday- Friday 9am - 5pm
	EMERGENCY	24 / 7 - Upon Availability
	CLOSED	Thanksgiving, Christmas Eve, Christmas Day, New Years Eve, New Years, Easter.
ESTIMATES	RATES	The accuracy of the details (The number of Beds, Baths, square footage, & condition) provided by our potential customers, whether by phone communication or our booking form, is essential for us to deliver precise estimates.
		With flat-rate pricing, there are no unexpected charges about the final cost.
SCHEDULING	NOTICE	We require 1 day in advance unless emergency situation
	BOOKING FORM	You will be sent a welcome email from our software for you to schedule cleanings.
	EMAIL	If you choose not to use our software, you mail email us at info@sladclean.com
	PHONE	732-908-6011 OR 609.300.9406
REMINDERS	EMAIL / TEXT	You will receive an automatic email or text reminder 3 days (72 hours) prior to your scheduled cleaning day.
BEFORE CLEANING APPOINTMENT		To ensure that we can focus on providing detailed and quality cleaning. We kindly ask that you pick up and de-clutter your home prior to our arrival. If this is something you wish for us to do, we do charge separately for organizing and/or decluttering. Please provide us with 2 days notice.
ARRIVAL		We are 95% prompt on our arrivals. However, we maybe behind from a cleaning appointment prior to yours, or traffic delays. We will notify you if we are running late.
ACCESS	HOME	We recommend our clients provide secured access by door keypads, garage door keypads, or lock boxes. We are trying to refrain from holding possession of property keys for security reasons. Security alarms must be in the off position at the time of arrival.
	CLIMATE	Temperatures in homes should be climate appropriate. Summer - Air Conditioning, - Thermostat - no higher than 72 degrees. Winter - Heat - Thermostat 60-72 degrees
	LOCKOUTS	If we arrive and are unable to gain access due to faulty locks, wrong codes OR are turned away at the door, the full cleaning fee will be charged.
CANCELLATIONS	48 - 72 hours	When you schedule recurring service, we dedicate the time slot for you. We dont book over your appointment or give it away: With an adequate notice of cancelation of your scheduled cleaning: we can usually fill your cleaning slot with another potential customer. If we have less than 72-hour notice, it's a challenge to fill the slot and your cleaner may miss hours.



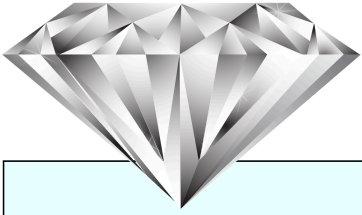
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RESCHEDULING		Whether you reschedule to a different day, your next service appointment will take place on your regular assigned day. It will not default to the new day or week of the rescheduled cleaning.
TERMINATION		We realize circumstances arise which make the cost of house cleaning move lower on the financial priority list. If you wish to terminate services, please provide us with one week notice.
		CLEANING
CLEANING	WE	We provide our cleaners with the necessary tools, and cleaning solutions. Our products allow us to remove most of the homes dust in a reasonable amount of time.
	YOU	You will need water, electricity, lighting & an operational vacuum for us to conduct cleaning in your home.
	SHOES	Our shoes must remain on our feet due to liability insurance reasons, and to prevent falls and slips. However, we will be more than happy to wear booties over our shoes.
	HEIGHTS	For liability insurance reasons, we are not able to clean items on shelves or hung on a wall that are higher than a professional house cleaner of average height can reach standing on a 3 step stool. We do use extension poles to high dust items that may tip over or hung on the wall because we are not able to hold it with one hand in order to secure it while we clean.
	DUST	During the dusting process, some dust becomes airborne and will not settle until after our departure, especially in the warmer months, when windows are open and fans are blowing, dust will accumulate much faster. It may take a few visits to minimize.
	SHOWERS & TUBS	Showers and tubs can accumulate lime, calcium and soap scum. We mostly can remove in one cleaning depending on the length of time it has been sitting. Our cleaning products work well om cutting through these deposits. Mold & Mildew are organic and will grow deep into and behind grout or caulk, if not treated with in a timeframe. If it has grown behind the caulk, we will be happy to remove the old caulk, clean the Mold & Mildew, and replace with fresh caulk, for an extra fee.
	GUARANTEE	Your complete satisfaction is our #1 goal. If you are not completely happy with the cleaning, please advise us by 7pm of your scheduled cleaning day or within 24 hours. You may email / text pictures. We will be happy to return and correct any issues. Regrettably in all fairness, after 24 hours, it is difficult to assess whether the problem was due to poor workmanship, daily living. and/or a third party entering the home after our cleaning departure. No discounts will be given if you do not allow us the opportunity to correct the issues.
		DAMAGES & BREAKAGE
CARPETS & RUGS		Carpet snags are the result of exposed loops caused by normal wear and tear, moving furniture, etc which are snagged by a vacuum roller brush. We are not able to vacuum each piece of fringe at the end of a rug and will not be responsible for any damage caused.
BROKEN & OLD BLINDS		Customers should be aware that there are some inherent risks each time your blinds are cleaned. Blinds will become brittle from daily exposure to sun, strings, cords will weaken over time resulting breaks.
PICTURES & DECORATIONS		Please make sure items that are hung on the wall are secured properly.
COLLECTIBLES		Artwork, collectibles, family heirlooms and valuables over \$75.00. These items are expensive and impossible to replace. We will not take the risk of cleaning such items. Prior to or at the time of the initial cleaning, please advise us of any, so we can avoid cleaning them.
CONTACT US		In the unlikely event accidental damage occurs, you are instructed to email the office at info@sladclean.com , with an attachment of pictures within 24 hours of your completed cleaning appointment.
POLICY		We have a \$2,000,000. insurance policy in the event damages occur. We are not liable for damage that is caused by normal wear and tear, or improper installation of an item in your home.

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SAFETY & EXCLUSIONS

SAFETY		Our top priority is ensuring the safety of everyone inside your home during your cleaning service. We reserve the right to remove our cleaning crew from the home, if in the event should the environment becomes unsafe.
	VALUABLES	You as a homeowner, are responsible securing all valuable prior to the start of your cleaning appointments. We ask that you clean and handle curio cabinets and antiques and/or of extreme sentimental value.
	PETS	If necessary, and upon the pets behavior, placing them in designated enclosures that would not threaten our staff or impede our services.
EXCLUSION	BIO-HAZARDS	Removing any biohazards, including but not limited to, human bodily fluids, pet feces, vomit, litter boxes, rodent faces, live/ dead insects, and sharp bio-products (needles, IV tubing,). Please note that if there are urine stains soaked into the wood floors, the stain may not come out, and you may need to contact a flooring specialist.
	FURNITURE	Disassembling, lifting or moving heavy furniture.
	CONSTRUCTION	Ensuring construction or renovation work (including touch-ups) has been completed, all contractors have left, and all equipment has been removed prior to our arrival.
		Attics, or unfurnished basements, inside fireplaces, wood burning stoves, high chandeliers,

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PAYMENT PREFERENCES

Payment expected on the same day of service, unless other arrangements were made.

1	<p>CHECK -</p> <p>Make payable to Shine Like A Diamond OR April Kowalsky. You may leave in an envelope on a table or send to 100 Shore Rd Ste A-4 Somers Point, NJ 08244</p>
2	<p>ZELLE OR VENMO -</p> <p>Payment due on same day service is rendered. Most banks are participating & there are no transfer fees. Information to send payment. April Kowalsky, Phone # 732-908-6011, Email: info@sladclean.com</p>
3	<p>CREDIT CARD -</p> <p>If you choose this option, there will be a 6.625% NJ State tax added. You will be sent a welcome link to add your profile and credit card information into our system for your bookings to be charged automatically on the day of service.</p>
4	<p>LATE FEES -</p> <p>\$25.00 will be added per week not paid.</p>