



Neva Home Cleaning  
Brooklyn, NY 11230  
[support@nevahomecleaning.com](mailto:support@nevahomecleaning.com)  
+1-347-941-0888

## TERMS OF CONDITIONS

### **Introduction**

We value our customers and would like them to be satisfied with cleaning service. Because cleaning is a very personalized and subjective service, we developed these Terms of conditions so that you understand how we will provide our cleaning service to you. We will try our best to make our relationships as smooth as possible.

### **Terms**

Your use of this website is governed by the terms and conditions set forth below. By using this website, you agree to comply with and be bound by these terms and conditions. You may not use this website and should exit it now if you do not agree with these terms of conditions. Neva Home Cleaning may make changes to this website, including these terms and conditions, at any time without notice. You agree to be bound by the current version of these terms. The materials contained in this web site are protected by applicable copyright and trademark law.

### **Pricing**

We offer hourly rate pricing for home cleaning services based on the size and condition of the apartment or house, though we reserve the right to adjust the price for fairness if your home is smaller or larger, or it has a heavy condition. We allow you to adjust our estimate as you see fit, though it may void our guarantee (see below).

The price is per hour per person.

Taxes may be applied depending on a service location.

### **Scheduling and Payments**

We accept credit or debit cards only. We place a hold (shows as "pending" on some statements), not a charge, from the time of scheduling to the time of the cleaning. By ordering

services and submitting your credit card information, you agree to allow us to charge your credit card for the price of the services. Your credit card will be charged after the cleaning is complete. We may charge a \$25 late payment fee in the case of a declining card not allowing our usual charge window.

### **Billing**

PLEASE NOTE: A hold will be placed on your account (for authorization) in the amount of your total balance the evening PRIOR to your scheduled cleaning service. If your service is cancelled for any reason, this hold will drop off within 2-5 days. THIS HOLD IS NOT A CHARGE. Charging is completed the day of your appointment and you will receive an invoice via email once this occurs.

**Please note: if your credit card is invalid and after being notified you have not updated your billing information, the appointment is not confirmed and will be cancelled.**

### **Cancellation and Rescheduling**

You may terminate the service or cancel an appointment for any reason. We require cancellations or modifications to occur 48 hours prior to the appointment. Cancellations or rescheduling made within 48 hours of the cleaning will result in a \$60 fee. A cancellation fee of \$60 applies if we arrive for a scheduled cleaning but are unable to gain access to your home.

### **Weather Conditions**

In the event of extreme weather conditions your cleaning appointment will be rescheduled to the next available date.

### **Keys and Access to the Home**

Our customers typically leave a key to their home with their doorman or front desk staff or in lockbox with detailed instruction how to find it and a code to open it. If you need to make other arrangements for our access to your home, please contact us. We are not responsible if the lock is defective and the cleaning staff cannot open the door and access your apartment or home; if the key got stuck in a lock and locksmith help is needed. The customer takes all the expenses to fix the lock.

### **Arrival Time and Arrival Windows**

Arrival times for our staff must be flexible to accommodate the time it takes to complete a prior cleaning. We reserve the right to arrive to your home within a 1-hour window of the scheduled cleaning time on weekdays and 2-hour window time on weekends. For example, if the booking time is 1:00 PM, we may arrive between 1:00 PM and 2:00 PM on weekdays; or if the booking time is 1:00 PM, we may arrive between 1:00 PM and 3:00 PM on weekends. Many circumstances can affect our staff's arrival time. We will try to accommodate requests for smaller windows, but cannot promise staff will arrive at any specific time.

## **Guarantee**

Cleaning is a very personalized and subjective service, that's why we require leaving the notes and details in the booking that you would like to pay attention to. We offer a full-service guarantee. This includes a free re-clean of the spots that were missed during your initial cleaning. We want you to be completely satisfied with our services. If you are not happy, please call us at 1-347-941-0888 within 24 hours of the cleaning and we will gladly return to clean missing spots. A Re-Clean will only be completed within a 7-day window from your date of service, otherwise it will be considered denied. No refund will be offered if a Re-Clean is denied.

### **This guarantee does not necessarily apply if:**

You alerted us to the issue more than 24 hours post-cleaning.

You were present during the cleaning and approved the work on-site.

You under-adjusted the original estimate we made through our website or over the phone.

## **Items We Do Not Clean**

Due to safety concerns, we **do** not allow our cleaners to do some works and **they are** instructed to leave certain items untouched. We don't allow our staff to move and/or lift heavy items/ kitchen appliances. If you would like us to clean behind large appliances or furniture, please move them prior to our arrival or during working. We do not provide exterior cleaning of windows, we do internal window cleaning only. We do not clean pet's litter boxes or areas where your pets had an accident or vomits.

## **Cleaning Supplies and Tools**

Please Note that we DO NOT PROVIDE cleaning supplies for one time Standard, Deep cleaning and recurring services. The Customer has to pick it in extras if he/she would like our staff to bring it. We DO NOT PROVIDE cleaning tools such as Vacuum cleaner, stepstool or stepladder, and paper towels.

We DO PROVIDE cleaning supplies for Move in/out cleaning, Filthy cleaning and Post-construction cleaning. We provide Vacuum cleaner for these kinds of bookings if requested. Because of location, extra charge for equipment may be applied.

## PREPARATIONS

Our standard cleaning supplies include regular type chemicals that are used in most homes today.

### **Supplies you need to have at your home when we come:**

- Glass Cleaner
- Bathroom Cleaner
- Degreaser for kitchen surfaces
- Spray for stovetop (oven if you need to clean the oven)
- Floor Cleaner
- Multipurpose cleaner (as an option)
- Microfiber cloths / Sponges / Paper Towels / Magic Erasers (as an option) / Brillo Sponges (optionally)
- Mop
- Toilet bowl brush

### **Accidents or Damages**

We put all our efforts to make our cleaning as smooth as possible and not to break or damage items but accidents happen. In this case, we require you all irreplaceable items to be stored and/or not cleaned by our staff. Identical replacement is always attempted but not guaranteed. You must notify us within 48 hours of service if damage is discovered. Our staff are instructed to call us if anything is damaged and to leave a note to you advising you of the incident. We reserve the option to repair or replace the damaged item in our discretion. We are not responsible for damage due to faulty or improper installation of items. Please inform us if any items in your home are broken or improperly installed, such as blinds, tiles, curtain rods, pictures frames, etc. We take responsibility for breakage or damage caused by our staff, not to exceed \$300.00.

### **Reviews**

We require 7 business days to solve any and all issues before you post feedback to non- Neva Home Cleaning platforms. This includes, but is not limited to Yelp, Angie's List, Google+. We work incredibly hard to take care of our clientele and we appreciate that this respect is mutual.

---