

FLAT RATE SERVICE - TERMS AND CONDITIONS

Acceptance of terms

- a) The service that Serrano's cleaning services provides to the customer is subject to the following Terms and conditions (TAC). Serrano's cleaning services reserves the right to update the TAC at any time without notice to the customer. The most current version of the TAC can be reviewed by clicking the "TAC" hypertext link located at the bottom of our web pages.
- b) Serrano's cleaning services shall have the right at any time to change or discontinue any aspect or feature of Serranoscleaningservices.com, including, but not limited to content, discounts, hours of availability, and the equipment needed for the access of use.

Summary of the service

1. Flat rate means that every tasks you add is extra services. A flat rate is always a price we recommend to all our clients.

Prices

2. There are two types of prices usually given to any client. A flat rate package or a customized flat rate. A package is all depending on the size of the home. The prices online are for homes who are in a fair/average condition. The customize flat rate is all depending on the condition, size, and tasks the client has chosen.

Valuables

3. The valuables in your home are important to us. Serrano's Cleaning Services suggest and request that you put away any valuables, heirlooms, or any other items that are fragile or important to you to reduce accidents.

Request of extra services

4. Carpet shampoo is not included because it's a different team of cleaners who are trained to be able to clean carpets. The crew members who arrive cannot use your machines to do carpet shampoo or any other machines that they are not trained or well known to use. Nor will our Carpet shampoo crew use your machines to clean your home, due to only being trained to use Serrano's cleaning service machines. There is a possibility that if you try including carpet shampoo to your services as a extra service on the day of the cleaning your request could/will be denied, due to the carpet shampoos schedule and ability.
5. In the garage they can only sweep, dust, remove cobwebs, and do doors or door knobs, but they cannot move boxes, furniture, or any other items belonging to you (the client). This area is not included to any of our services unless the client has requested the garage to be included.
6. They cannot go over a 2-3ft ladder in residential/commercial cleaning.
7. Windows, and blinds are not available and are extra services.
8. Furniture cannot be moved from any type of commercial or residential cleaning, for the safety of the crew members and the safety of the clients furniture, accessories, and or floor.

Supplies

9. Serrano's Cleaning Services will provide the cleaning material needed to complete the type of service that we offer within our ability. Serrano's cleaning services discourages the option to use the client's cleaning supplies/equipment. If the client insist in using their own cleaning supplies, Serrano's cleaning services is not liable for any damages to the clients property. Our crew members are trained to use Serrano's cleaning Services cleaning supplies, and equipment. The crew members assigned to the client are not trained to use other types of cleaning supplies, and are not trained to know which of the clients requested products are safe to use in certain areas of the home.
10. If the client would like a certain product to be used the client will need to supply the product on the day of the cleaning.

Access

11. When making an appointment with serrano's cleaning services the client must allow the team of Serrano's cleaning services to have entry/access to the property that the client assigned the crew to clean. The failure to allow Serrano's cleaning services such as to enter the property may result in an additional fee.
12. In addition if we wait for you to open the door to your property this time will assessed to your final payment. For example, if they were unable to enter and clean your property within 15 minutes (false gated code, false/failed lockbox code, missing key etc..), the time they waited will be included to your total time in your flat rate service.
13. Serrano's cleaning services requires to have any type of pet, or animal secured for the safety of our crew and your pets. We suggest/require that you pick up after them before the arrival time.

Termination

14. Serranos cleaning services can terminate your appointments at any time due to being ill-mannered, has threaten Serranos cleaning services, and or any other type of circumstances.
15. The client must give Serranos cleaning services with a 5 hour notice in advance before canceling or rescheduling one or all appointments.

x _____ Initials of the client

16. Termination, cancellation (of one appointment), or rescheduling on the same day service will lead to an additional charge of \$35.00. The client must give us a 5 hour notice in advance.

Arrival

17. If in any case delays in transportation, shortages of fuel and/or materials, fires, floods, earthquakes, hurricanes, or any other unpredictable inconveniences or cause beyond the control of Serrano's cleaning Services. We reserve the right to adjust the service charge, service arrival time, or to reschedule your appointment in the event of any type of unpredictable inconvenience were to happen along the way.

24 hour complaint notice

18. The client must call Serranos cleaning within 24 hours after the services have been completed to file a complaint, if necessary we are able to send the crew back to complete the tasks which were uncompleted on the day of the cleaning. We can not return to the property or accept any complaints if the client calls after 24 hours.

Discounts

19. If the clients cost amount already has a discount the client can not include another discount on top of the current appointment.

20. If the client has booked for a flat rate with a discount, and noticed that after the services were completed they decided to get another similar package deal within our services at a lower cost the client will be charged an additional \$45.00 to change their appointment cost at the last minute or after the services have been completed.

Refunds

21. We do not offer any refunds to services who have already been rendered, due to the client not being able to return our time, supplies, and chemicals used to complete the services.

22. If the client completed a \$35.00 deposit online to confirm their appointment, yet they called to cancel their appointment with a 5 hour notice, there deposit will be returned.

23. If the client completed a \$35.00 deposit online to confirm their appointment, yet they called to cancel or reschedule their appointment with less than a 5 hour notice there will be a charge of \$35.00.

Client approves

24. The client approves that Serrano's cleaning services can record or take pictures of the property for business purposes only, and or if to get proof of services done by Serrano's cleaning services. These terms and conditions cannot be changed all depending on a statement of a client. The terms and conditions that the company Serrano's cleaning services provides the client on their website or sent to them, cannot be changed, nor can it be terminated by a client. It can only be changed, or terminated by Serrano's cleaning services. These terms and conditions can be changed by us at any time, without any notice in advance, we advise you to check our website for any additional changes. Serrano's cleaning services may, at its own discretion, terminate/cancel/release these Terms and Conditions at any time during the term of this agreement. By using our services, you are bound to these terms and conditions, if you disagree with our terms and conditions we require you to cancel your appointments with serrano's cleaning services as soon as possible.

Payment

25. Client must make full payment on the day of the cleaning.

26. For first time appointments we only accept online payment or by cash. We do not accept checks.

CHARGES TO CREDIT CARDI (we) (the customer) hereby authorize you (Serrano's Cleaning Services) to charge my card on record for any of the following charges:

→ 3% additional per transaction; If Serranos cleaning services charges the client with a american express card..

→ If services were rendered to the client, even though the client did not leave payment on the day of the cleaning, the client will have only 24/h to make payment starting from when the services started with an additional late fee of \$35.00.

→ If it has been over 24 hours of non-payment, there will be an additional cost of 1.8% per month starting after the 24 hours..

x _____ Initials of the client