



Service Statements

By ordering Stella's Cleaning Services by telephone, e-mail, or its website the client accepts and agrees to Stella's Cleaning Services Agreement. Please note this is not a contract. You may cancel services at any time.

Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with any part of your service we will return to your home to re-clean the area within 24-hours. Please contact the office as soon as possible during our normal business hours.

Phone/Office hours

We are available by phone Monday – Sunday 8:00– 7:00pm; if we do not answer leave a message and we will call you back as soon as possible. In the case of an emergency or you need to cancel a service you may call at any time. Please reserve inquiries during office hours.

Cleaning Hours

We are available for cleaning Monday – Friday between 8:00– 5:30, with our last clean of the day scheduled no later than 4:00pm. We do offer cleanings before and after parties any day of the week, but these need to be scheduled in advance for availability.

Holidays

We observe New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day. When December 24th and 31st fall on a weekday (M-F), we will close at 12:00pm.

Our Team

We are a team of 2/4 and will adjust depending on the size of the job. We are a small company but with extended years of experience and have the knowledge of what is required and what is expected on every cleaning visit. All employees are covered under liability insurance and bond.

Payments

Full payment is due on the same day of service by 7pm. For your convenience, we gladly accept cash, Zelle pay, Venmo, Cash App. For customers paying with cash may leave payment at their residence in an envelope.

Refunds

Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. However, we want you to be 100% satisfied with our services! We offer a Guarantee on all our services and if a task was not completed to your satisfaction or was missed during our visit simply contact us within 24 hours and we will return to your home and re-clean the area or task with which you were dissatisfied at no additional cost to you. There are no refunds for gift certificate purchases.

Price Adjustments

We reserve the right to issue rate increases at any time. You will be notified when or if this occurs. Prices for your regular maintenance cleaning are guaranteed for the duration of 12 months. If a client discontinues and reinstates service with Stella's Cleaning Services after a period of 3 months the original price is not guaranteed.

Keys and Alarm Systems

Many of our customers provide us with a copy of the key to their home, and we take extreme measures to protect each key. Each key is locked in our key safe box. We do not return keys by mail. Keys must be hand-delivered in person to the customer. If you have an alarm system at your home you can give instructions on its operation. However, we prefer that your alarm be left off on the day of the cleaning.

Lock Outs

A lockout fee of \$50 will be assessed in the event that our cleaning associate(s) arrive and are unable to access the premises despite the reason.

Arrival Window

If you wish to be present during the cleaning visit, please be advised that we provide arrival windows. Your Cleaning Technician(s) will arrive anytime within your scheduled arrival window. You are expected to be present or have made arrangements for us to gain access to your home within your scheduled arrival window. Failure to do so may result in having to cancel or reschedule your visit.

Cancellations/Rescheduling

We require at least 2 business days' notice for the cancellation and or rescheduling of any scheduled appointment. Excessive cancellations and/or rescheduling will turn into termination.

Pets

We are pet friendly but appreciate your help in making sure pets are secured and safe on cleaning days.

For health reasons we have instructed our staff to leave certain items and/or areas untouched; pet homes/beds, litter boxes, vomit, and/or fecal matter. Our teams are advised to clean around these areas. If your pet has an accident, it will be your responsibility to clean it up.

Your Valuables

If you have valuables or heirlooms, including but not limited to any irreplaceable, collectible or expensive objects, it's preferred that these items are secured and put away to avoid potential accidents. You are responsible for letting us know of any valuables that you prefer we not clean or handle. Please secure money, credit cards, and checkbooks as well.

Broken/Damaged Items

We train our staff to take extra care with your belongings, however regrettably and although not common from time to time something may be broken or damaged. If there is an item that is believed to be damaged by one of our cleaning professionals, it must be reported to the company within 24 hours from the completion of the service in efforts to properly investigate the issue. If we damage anything during the service being provided, we will notify the customer immediately. In the event an item is damaged or broken, we reserve the option to repair or replace the item. We cannot take responsibility for items that were damaged because they were not properly attached or secured (for example, a hanging picture that was improperly attached to the wall or an item that is propped against a surface).

Glass Shower Door(s), Toilet(s), Faucet(s)

You are responsible for notifying us if your glass shower door(s), faucets, or toilet is NOT 100% secure. If upon inspection the team recognizes that your shower door(s), toilet, or faucet is not fully secure you will be notified of the risks immediately. At that time you have the option to decline service of that item or we can proceed with service. If the client decides to proceed with service client agrees not to hold Stella's Cleaning Services nor its employees responsible if this results in the shower door, toilet, or faucet being damaged. We are not responsible for any damage (water damage included) due to faulty and/or improper installation of any item. This includes but is not limited to any water damage caused by: toilet over flooding, loose or leaky faucets, water dispenser on refrigerator.

Extra Services

If you require extra services or additional cleaning on your scheduled cleaning day, please contact us 48 hours in advance so we may allow the extra time needed at your home and we can give you a quote for the additional services.

Lifting & Climbing & Bending

Our employees are very important to us, and we are determined to keep them safe, so they do not climb higher than a 3ft 2-step ladder, move or lift items heavier than 20 lbs, or clean floors on their hands and knees with the exception of bathroom floors. These types of activities put our cleaning staff in danger of back injury or could even damage something in your home. However there might be times when you want us to move furniture for example; tables, large chairs, etc. in these cases we are not responsible for; their breakage due to aged/old or faulty manufacturing nor are we responsible for any damage moving these items may cause to your floor. The cleaning team will not move furniture that contains electronics. The cleaning team will clean behind the stove, fridge, washer/dryer providing you have made it accessible and /or moved it prior to our cleaning visit. We do ask that you place the appliances back into its proper place as well.

In-Home Climate Control

In-home temperatures should be comfortable prior to the start of service. Under no circumstances will services be performed in an environment that isn't physically comfortable for labor. This includes but is not limited to extreme heat or extreme cold.

Water & Electric:

Please note without Water or Electric we are unable to do our job.

Our Cleaning Staff DOES NOT:

- Clean or remove blood or any bodily fluids, fire or water damage, or mold. We are not trained in these areas nor are we equipped;
- Stella's Cleaning Services reserves the right to refuse to service a home with ANY insect infestation (including seasonal). In the event that an infestation is identified, the cleaning staff will leave the property. You will be contacted immediately and charged;
- Clean the interior of curio cabinets with excessive objects;
- Provide stain removal;
- Wash walls (we spot clean only);
- Remove paint;
- Clean areas above the reach of our 3ft step ladder;
- Clean animal waste or litter;
- Move or lift items over 20lbs.

Privacy

Stella's Cleaning Service takes privacy very seriously. We at no time will share any customer information with ANY outside source.