



## **WELCOME TO UNIQUE CLEANING SOLUTIONS**

### **"A Clean House Is a Happy Home"**

Unique Cleaning Solutions (UCS) is a full service cleaning contractor, serving Maryland, Washington, DC and Virginia. We specialize in providing professional cleaning services to residential properties. We will provide you with the standards of cleanliness that your house requires at a price that makes sense. Price, while important is only one of the factors that must be considered when choosing your cleaning service; for this reason we take our time to cover with great detail our cleaning process.

#### **What can Unique Cleaning Solutions do for you?**

1. Provide you with a clean, safe, and healthy environment for your family and friends.
2. Make your life at home better. People that live in a clean house are happier because it feels good to be in a clean house.
3. Save you time and money. The time that you would spend cleaning, you can use for what really is most important to you, family, friends, pets, and work. We do our job well so that you can enjoy a healthy environment.
4. We believe our most important asset is our people the success of our business depends on them. Our people are well-trained and well-supervised. An advantage of being a small company is that we know our employees very well and have the opportunity to work together closely with them on each house that we clean.
5. There is no term to this agreement and the client or Unique Cleaning Solutions (UCS). You may cancel your service at any time. UCS also reserves the right to cancel your service at any time.
6. We will provide the most professional cleaning service where all the employees are bonded and insured and have been thoroughly trained in the proper use of all our products and equipment.
7. We will provide all cleaning supplies, vacuum, equipment and tools. Should you wish for us to use one of your products, upon approval by our office, a MSDS (required by OSHA) would need to be provided. If you request your supplies or equipment, including vacuum cleaners, you agree not to hold UCS or any of its personnel responsible for damage to any article or component.
8. We guarantee our employees will not smoke, drink, eat, watch TV, have personal phone or text conversations, or listen to the radio in the homes they are cleaning.
9. We will arrive on the day scheduled as requested and agreed upon; however UCS reserves the right to close our office at any time, due to inclement weather
10. We are passionate about cleaning and serving our customers in the best way possible.



## CLEANING CHECKLIST

|  | Standard | Initial Cleaning | Move in Move Out | NOTES   |
|--|----------|------------------|------------------|---|
| <b>COMMON LIVING AREAS</b><br><b>(Foyer, Living Room, Dining Room, and others)</b> |          |                  |                  |   |
| Remove Cobwebs   | ✓        | ✓                | ✓                |   |
| Dust Ceiling Fans  | ✓        | ✓                | ✓                |   |
| Dust Blinds  | ✓        | ✓                | ✓                |   |
| Wipe-down window sills & frames  | ✓        | ✓                | ✓                |   |
| Remove smudges from doors & light switches   | ✓        | ✓                | ✓                |   |
| Wipe-down/Dust Mirrors   | ✓        | ✓                | ✓                |   |
| Dust picture frames & kick-knacks  | ✓        | ✓                |                  | Less than 10 items on surface                                 |
| Wipe-down/Dust furniture   | ✓        | ✓                |                  |   |
| Clean Glass on Front Door & French Doors   | ✓        | ✓                | ✓                |   |
| Clean Sliding Glass Doors  | ✓        | ✓                | ✓                |   |
| Light Straightening Up   | ✓        | ✓                |                  | Organizational services are available upon request            |
| Dust TV Screens using Microfiber clothes   | ✓        | ✓                |                  |   |
| Upholstered furniture vacuumed   | ✓        | ✓                | ✓                |   |
| Remove trash, clean & Reline Trash cans  | ✓        | ✓                | ✓                |   |
| Clean inside closets and closet shelves  |          |                  | ✓                |   |
| Dust baseboards  | ✓        |                  |                  | Dust all exposed baseboards                                   |
| Wash/Scrub baseboards (wet wipe down)  |          | ✓                | ✓                |   |
| Hand-wipe ceiling fans and light fixtures  |          | ✓                |                  |   |
| Wash dirt spots & remove scuff marks off walls                                     |          | ✓                |                  |   |
| Vacuum all carpeted areas, stairs & area rugs                                      | ✓        | ✓                | ✓                |   |
| Vacuum Floors - using soft brush accessory   | ✓        | ✓                | ✓                | Brush tool is safe to use on hardwood floors & natural stones |
| Mop Floors - using specific cleaner for each floor type                            | ✓        | ✓                | ✓                |   |
| <b>KITCHEN</b>   |          |                  |                  |   |
| Dust Light Fixtures  | ✓        | ✓                | ✓                |   |
| Remove cobwebs   | ✓        | ✓                | ✓                |   |
| Remove smudges from cabinet fronts and drawers                                     | ✓        | ✓                | ✓                |   |
| Remove smudges from doors & light switches   | ✓        | ✓                | ✓                |   |
| Clean and sanitize Countertops & backplash   | ✓        | ✓                | ✓                | All items removed & replaced                                  |
| Breakfast dishes loaded into dishwasher  | ✓        | ✓                |                  |   |
| Clean and Sanitize Sink  | ✓        | ✓                | ✓                |   |
| Microwave cleaned inside & out   | ✓        | ✓                | ✓                |   |
| Clean exterior of Refrigerator   | ✓        | ✓                | ✓                |   |
| Clean exterior of Oven   | ✓        | ✓                | ✓                |   |
| Clean Stove Top  | ✓        | ✓                | ✓                |   |
| Wipe down Tables & Chairs  | ✓        | ✓                |                  |   |
| Remove Trash, Clean & Reline Trash Can   | ✓        | ✓                |                  |   |
| Clean & Polish all glass, chrome & stainless steel surfaces                        | ✓        | ✓                | ✓                |   |
| Dust Baseboards and Vacuum Floor   | ✓        | ✓                |                  |   |
| Mop floor using specific cleaner on floor type                                     | ✓        | ✓                | ✓                |   |
| Clean inside cabinets & Drawers  |          |                  | ✓                |   |

Cont.



|   | Standard | Initial Cleaning | Move in Move Out | NOTES |
|---|----------|------------------|------------------|-------|
| <b>BEDROOMS</b>                                       |          |                  |                  |       |
| Dust Ceiling Fans                                     | ✓        | ✓                | ✓                |       |
| Remove High Cobwebs                                   | ✓        | ✓                | ✓                |       |
| Dust Blinds   | ✓        | ✓                | ✓                |       |
| Wipe-Down Window Sills                                | ✓        | ✓                | ✓                |       |
| Wipe-down/Dust Picture Frames                         | ✓        | ✓                |                  |       |
| Wipe-down/Dust Mirrors                                | ✓        | ✓                | ✓                |       |
| Wash/Scrub baseboards (wet wipe down)                 |          | ✓                | ✓                |       |
| Hand-wipe ceiling fans and light fixtures             |          | ✓                | ✓                |       |
| Wash dirt spots & remove scuff marks off walls        |          | ✓                | ✓                |       |
| Remove smudges from doors & light switches            | ✓        | ✓                | ✓                |       |
| Wipe-down/Dust & polish Furniture                     | ✓        | ✓                |                  |       |
| Light Straightening Up                                | ✓        | ✓                |                  |       |
| Change sheets and make beds                           | ✓        | ✓                |                  |       |
| Take dirty blankets to laundry room or laundry basket | ✓        | ✓                |                  |       |
| Remove trash, clean & Reline Trash cans               | ✓        | ✓                |                  |       |
| Dust baseboards & Vacuum floors (under beds too)      | ✓        | ✓                | ✓                |       |
| Mop floors (when applies)                             | ✓        | ✓                | ✓                |       |
| <b>BATHROOMS</b>                                      |          |                  |                  |       |
| Dust Light Fixtures & Remove Cobwebs                  | ✓        | ✓                | ✓                |       |
| Remove Smudges from Cabinets & Drawers                | ✓        | ✓                | ✓                |       |
| Remove Smudges from Doors & Light switches            | ✓        | ✓                | ✓                |       |
| Sinks & Counters (scrub, clean, sanitize & polish)    | ✓        | ✓                | ✓                |       |
| Toilets (scrub, clean & sanitize)                     | ✓        | ✓                | ✓                |       |
| Shower, Tile & Tub (scrub, clean, sanitize & polish)  | ✓        | ✓                | ✓                |       |
| Shower Glass cleaned                                  | ✓        | ✓                | ✓                |       |
| Bathroom Fixtures Cleaned & Shined                    | ✓        | ✓                | ✓                |       |
| Mirrors cleaned                                       | ✓        | ✓                | ✓                |       |
| Remove trash, Clean & Reline trash can                | ✓        | ✓                | ✓                |       |
| Wash baseboards and trim work                         | ✓        | ✓                | ✓                |       |
| Floors – Vacuum, HAND WASH and disinfect              | ✓        | ✓                | ✓                |       |
| Floors & grout– Scrub, wash and dry                   | ✓        | ✓                | ✓                |       |
| <b>UTILITY ROOM (only when applies)</b>               |          |                  |                  |       |
| Remove Cobwebs  | ✓        | ✓                | ✓                |       |
| Washer/Dryer wipe outside                             | ✓        | ✓                | ✓                |       |
| Washer/Dryer wipe inside                              |          | ✓                | ✓                |       |
| Floor – Vacuum and Mop                                | ✓        | ✓                | ✓                |       |

### Additional Residential Cleaning Services

|  |                 |
|--|-----------------|
| Fold Clothes   | Ask for pricing |
| Wash window blinds                                     | Ask for pricing |
| Wash front door and front light fixtures               | Ask for pricing |
| Sweep Garage, Patios or Decks                          | Ask for pricing |
| Clean inside refrigerator (includes wipe down freezer) | Ask for pricing |
| Clean inside Oven                                      | Ask for pricing |
| Window Glass Cleaning (Inside Only )                   | Ask for pricing |
| Window Glass Cleaning (Inside & Outside)               | Ask for pricing |

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## TERMS AND CONDITIONS

\_\_\_\_\_ **100% Satisfaction Guaranteed!** If for some reason something does not meet your approval please inform our office within 24 hours and we will make arrangements to have the problem corrected. Areas that have not met a reasonable standard of quality will be re-cleaned. Notifications received after 24 hours of being cleaned will result in cleaning issues being resolved on your next scheduled cleaning.

\_\_\_\_\_ **Refunds:** Since cleaning is a very personalized and subjective service, we cannot offer refunds to customers. We do however want you to be 100% satisfied with UCS. Please see our 24-hour guarantee if you are dissatisfied with your cleaning. There are no refunds for gift certificate purchases.

\_\_\_\_\_ **First-time-cleaning** rate is based on different factors including the condition of the house at that time; this price will only apply on the first time your home is cleaned. The above quoted recurring price will begin on your second cleaning. If recurring service is discontinued for more than 60 days, the hourly start-up rate will apply when cleaning is resumed

\_\_\_\_\_ **Security/Entry** Most customers give us a key to their home or a code to the garage door, but other methods of entry can be agreed upon. All keys are marked for identification with a code # (no address or customer name is used) and locked in a safe when not issued to the cleaning supervisor for the day of your cleaning. Only our top management staff has access to the safe. Security is a major concern at UCS. Our policy is to lock the door while we are cleaning and to not allow access to unknown persons. For safety reasons, please don't rely on our cleaning professionals to let in workmen during the time we are in your home.

\_\_\_\_\_ **Job Start/End Times** For hourly jobs, we charge from the time we arrive on the job, which includes unloading of our supplies and equipment from our vehicle, to the time we have finished cleaning, including the loading supplies back into our vehicle

\_\_\_\_\_ **Organizing:** To facilitate cleaning your house, please have items picked up, dishes done, and counters straightened up before we arrive. Areas that are not prepared for cleaning will be attended to on our next visit. If you have additional work you would like for us to do that is not included in this proposal, please contact our office prior to the day your home is to be serviced, as additional fees may apply.

\_\_\_\_\_ **Deep-cleaning tasks** are not a part of our recurring service (i.e.: washing baseboards, wet wipe down of doors and window sills, moving heavy furniture, scrubbing walls top to bottom, scrubbing floors on hands and knees, etc.)

\_\_\_\_\_ **Additional Tasks** are not part of the recurring service but they can be added for at an extra cost by notifying the office in advance. Some of these additional services are: folding clothes, window glass cleaning, cleaning inside cabinets, steam cleaning carpets or furniture, stripping and waxing floors, cleaning inside refrigerator, cleaning inside oven, etc.)

\_\_\_\_\_ **Changing bed linens** are included in the recurring service. Please leave clean sheets on top of the beds you need changed; otherwise we will only make bed using the same linens. Duties such as washing dishes and organizing rooms are not included, pricing for these services are available on request.

\_\_\_\_\_ **Accidents/Damage;** While we make every effort not to break or damage items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this reason we request all irreplaceable items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our staff. UCS must be notified within 48 hours. Our personnel are instructed to call our office once ANYTHING is damaged and to leave a note to you advising you of the incident. We reserve the option of repair or replacement before monetary settlement. UCS is not responsible for damage due to faulty and/or improper installation of items, or for maintenance issues of your home (normal wear and tear that comes with age and use). Please inform us if any items in your home are broken or improperly installed such as; blinds, tiles, curtain rods, loose carpets etc. All surfaces (marble, granite, etc.) are assumed sealed and ready to clean without causing harm. UCS takes responsibility for breakage or damage caused by our staff, not to exceed the maximum of 10 times the cost of the service charge on the day in which the breakage/loss occurred. Some items excluded from liability are: cash, jewelry, one-of-a-kind items or hard to get items; items of sentimental value, art, antiques and electronics.

\_\_\_\_\_ **Arrival Times:** Customers are assigned only an approximate time (+/- 60 minutes) on their particular cleaning day. The unpredictable nature of this business does not allow us to guarantee an exact arrival time. It is the customer's responsibility to make sure we can get into your home at all times on your assigned day. We strongly request either a garage code or key to your house. This allows us to clean when you are unavailable or away on a vacation. Please call our office prior to your cleaning day if you need to cancel for any reason. In the event of a "lock-out" or "door-step cancellation", a \$50 service fee will be assessed.

\_\_\_\_\_ **Reschedule/Cancelations:** If you have to cancel your scheduled cleaning appointment, please notify us at the latest BEFORE 12:00PM the day prior to your scheduled cleaning appointment. We do not overbook our schedule. If you choose to reschedule or cancel a cleaning at last minute we will not be able to fill this time slot with another customer.

\_\_\_\_\_ **Payment:** We normally do not bill for service provided, payment is expected at time of cleaning. For your convenience UCS gladly accepts the following forms of payment: MasterCard, Visa, Discover, PayPal, Cash or Check. One-time cleanings require a credit card payment. Customers may leave a credit card number in a secured file with UCS to use in the event you forget to leave your payment on the scheduled cleaning day. Please notify our office of your preferred payment method. Receipts will be mailed or emailed to you upon request. A \$30 fee will be assessed for any checks returned by your bank. All prior balances must be cleared before the next service

\_\_\_\_\_ **Customer Referral Program:** Every time you refer a new client to us who uses our service, you receive \$25 credit towards your next cleaning service to be applied after UCS has completed your friend's first cleaning.