

# TERMS OF SERVICE

In order to prevent any miscommunication or misunderstandings, the following is the Terms of Service that apply when hiring Lpmg Cleaning, LLC.



## All clients; Residential, Commercial, Post Construction, Short Term & Long Term Rentals:

1. All clients, whether residential or commercial, should read and understand these Terms of Service before hiring LPMG CLEANING for any services. These terms of service apply and are legally binding to all our clients. If you have any questions about these terms of service please contact the office at 609-435-8530 or e-mail [lpmgcleaning@latimorepmgllc.com](mailto:lpmgcleaning@latimorepmgllc.com).
2. Lpmg Cleaning, LLC provides interior cleaning, junk removal, landscaping, and power washing services for residential and commercial clients.
3. Lpmg Cleaning, LLC guarantees our services and our client's satisfaction. If we miss something small, we will come back to correct it at no charge. However, If we miss something that takes longer than 30 minutes to correct, we will bill for additional cleaning time. This guarantee is for 24 hours. You must call and allow us back into the location to correct the issue within 24 hours of the original cleaning. Any requests after 24 hours will be billed for cleaning time.
4. LPMG Cleaning reserves the right not to clean any home, office, short term rental, or building, based on policies that protect our staff. For instance, a safe working environment is required to render any services. If we discover the presence or suspicion of rodents of any kind, or sharps, guns, paraphernalia of any kind that are not disposed of properly we will end the cleaning immediately and bill for any cleaning that has been done. If we deem an area unsafe or dangerous in anyway we reserve the right to not clean/service that property or home.
5. We operate on arrival windows. That means we will arrive within enough time to turn the unit quickly and efficiently. We will not always arrive at check out time.
6. **Same Day Arrivals:** We prioritize units with same day arrivals. We ask that if you have a same day arrival you don't allow late check outs. If your unit does not have a same day arrival it will not be prioritized. Occasionally we may ask that your unit be bumped to the next day if we have more cleans then we can cover.
7. We will let you know when supplies are running low, like toilet paper, paper towels, coffee, etc. You can send those items directly to us at the address below and we will bring them to the unit on the next turn. We do charge a small fee of \$10 to deliver and unpack the items. Address to send supplies: **2718 Belview Dr, Bensalem, PA**

**19020.** Please ensure to put the unit as the name so we know who the supplies are for as we have many host send us items.

8. **Long Term Stays:** We charge double our regular flat rate for long term stays, as they take longer to clean. A long term stay is anything 14+ days.
9. **Party Clean Up:** We charge \$100 in addition to the regular cleaning fee if there has been a party or a need for excess cleaning at the unit. We will send pictures/videos to you first for evidence to file a claim before we begin.
10. Any wording, images, or other content found on LPMG CLEANING's website, Facebook, Instagram, or any company-managed website or social media account are the sole responsibility and ownership of Marcus and Tamara Latimore, the owners of Lpmg Cleaning, LLC.
11. The laws of New Jersey & Pennsylvania dictate, determine, and describe the responsibilities of both parties (Lpmg Cleaning, LLC and its clients) in any matter of contention. LPMG CLEANING reserves the right to bring about court action if necessary, to retrieve payment for services rendered. This will be done in Bucks County, Pennsylvania where LPMG CLEANING is based.

#### PAYMENT TERMS

1. Residential clients: We require a credit card to be on file with our credit card processor; Stripe. No client information is saved or on LPMG CLEANING website or computer. The client's credit card will be charged once services are completed and a receipt will be sent via e-mail. However, the client can choose to pay with cash, cash app or Venmo at time of service and the card on file will not be charged.
2. Commercial Clients: Invoices will be sent after each service is completed. We will invoice on a 30-day net payable. We accept checks or credit cards from commercial clients.
3. If you use the Turno app you will be billed via the app for each clean. Once we complete the job we will automatically receive payment via the app.
4. If you are not using the Turno app we will send you an invoice once per week; every Monday for the previous week's work. That invoice will be due upon receipt.
5. For any maintenance tasks or party clean ups or holiday fees we will send you an invoice which will be due upon receipt.
6. **Credit Card Payment Declined:** If a credit card payment is declined, we will call the client to update the credit card information. A late fee of \$10 will be charged if declined payment is not received within 5 days of service.
7. **Returned Checks:** If a check is returned any bank fees incurred will be the client's responsibility and owed to LPMG CLEANING. Full payment for the services and any bank fees are due immediately. A \$25 late fee will be charged every 7 days from the date of the returned check. If payment is not received after 30 days we will file a complaint with smalls claims court in Burlington County.

#### CANCELLATION TERMS

1. If you cancel 48 hours before you'r scheduled booking time you will receive a full refund to the payment information on file. If you have not pre-paid your card will not be charged.

2. If you cancel within 48 hours of your booking, your booking is credited to your account to use whenever you'd like. If you did not pre-pay your card will not be charged.
3. If you cancel within 24 hours, it is a non refundable full charge, and can not be used to reschedule. If you have not pre-paid for your service a \$50 cancellation fee will be applied to your account and must be paid before the next service.
4. Schedule changes and cancellations must be made during business hours, which are Monday through Friday from 9am to 5pm. After hours calls or texts will not be acknowledged or considered received until 9am the following business day.
5. For Short term & long term rental clients; cleanings can be cancelled or changed up until the morning of with no penalties. If our employee shows up for a scheduled clean and the unit has not been used we will charge a \$50 dispatch fee to cover payroll and transportation for employees.
6. LPMG Cleaning reserves the right to refuse service at anytime.

By booking services with Lpmg Cleaning, LLC you acknowledge you have read and understand the Terms of Service. You acknowledge that you will abide by the terms set forth under these Terms of Service. If changes are made to our terms of service you will receive written notice.