

# Eco Mama Green Clean LLC FAQs

## **PAYMENT:**

While we do our best to give our clients a great service, our team members work very hard in your home. We appreciate payment upon completion.

1. Online through our website [www.ecomamagreenclean.com](http://www.ecomamagreenclean.com) (click on Payment).
2. We will email you an invoice through Paypal. Upon receiving invoice, please pay online either through the invoice itself or through our website portal.
3. You can use your debit card, credit card, or you Paypal account to pay for the service.

## **ESTIMATES/PRICING:**

Our estimates are blind estimates based on the average it costs to clean a home similar to yours. We can not guarantee that an estimate given by email will be your exact pricing. If we anticipate the charge to be more based on the condition, we will reach out to you to approve of the additional time and costs needed.

## **LATE PAYMENTS:**

Payments are due within 24 hours of receiving the invoice. After 24 hours, a late fee of 10% will be added each week and once your account becomes overdue, we will need to secure a credit card to keep on file. It is vital to a small business that we collect payment immediately.

## **CANCELLATION POLICY:**

We know that things happen from time to time and cancellations and changes may occur. Eco Mama requests cancellations for a scheduled service be cancelled/rescheduled the week prior to your scheduled service. Cancellations MUST be 48 hours in advance. To cancel a Monday service, we will need to be notified on Friday at the latest. Any cancellations with less than 48 hours notice, will be charged a 50% fee. We do not guarantee that we can reschedule within the same week or week following. If service is cancelled last minute or our team members show up for a job and no one is home and no key or code to your home is provided you will be charged for a full service cleaning.

## **OUR ECO MAMA CLEANERS:**

Eco Mama Cleaners are respectful of you, your family, your home and your belongings. We ask that all our clients give our cleaners the same respect. If our cleaners feel that they are being mistreated when they enter a home, we have the right to terminate your service. We also ask that you keep your homes cool during the summer months on the days that the cleaners are coming, so they don't over heat.

## **GRATUITY:**

Tips are always appreciated, never expected. If you would like to treat your hard working cleaning staff to a tip, leaving cash is the most convenient for all. If you would like to add a tip on to your invoice, please let us know, and we will adjust accordingly. Please remember that tips added to PayPal will have a small fee taken by PayPal.

## **EXTRA SERVICES:**

Extra services requested are welcomed, although please understand that we need to be notified prior to your scheduled service as to what the extra services you would like to have done. There are extra costs associated with some extra services, so please make sure you ask for the cost prior to having the work done. We also need to schedule appropriately depending on the tasks to allow our cleaners more time to complete them and get to their next jobs.

## **TOILET BRUSHES:**

In order to stay in compliance with OSHA regulations, we will not be able to clean the inside of a toilet if you do not have a toilet brush. Please make sure your toilet brush is out on the day of your cleaning.

## **ANIMALS:**

While most of our cleaners are animal lovers, we do ask that you respect any one that may feel a little threatened by a particular animal. For example a dog that might bark or growl and follow them around, might make the them feel uneasy or uncomfortable. If this happens we ask that those dogs be put outside, crated or in a room with a closed door until the job is completed.

**PET MESSSES:**

Dogs and Cats have a tendency to have accidents and/or get sick from time to time. Animal/Pet messes are the clients responsibility unless requested and extra charges are applied to final invoice. Cost for this service is \$20.00 per mess.

Understanding that your Pet sheds hair and may have access to all areas of your home is important. Once the cleaners have cleaned a room, vacuumed and mopped floors, we are not responsible for an your pets going into that room shedding more hair or making a mess after they have cleaned and left that room.

**LADDERS:**

Eco Mama staff do not carry ladders. If a ladder is required to complete your cleaning, please let us know, and have it ready for the staff.

**BROKEN/DAMAGE TO ITEMS:**

While we do realize that some homes have decorative items that we clean/dust, accidents do happen. If our cleaners accidentally drop and break an item in your home, we will do what we can to either fix the item, or replace it. If we are unable to replace an item we will pay for the value of the item, receipts or documentation of the value may be required prior to payment.

We are not responsible for items that are not hung and secured properly on the walls, as we do dust wall art, or items that may be placed precariously and are susceptible to falling with the slightest touch. Blinds and other items in windows can get brittle and sun damage can occur. We will not be responsible for broken vertical or horizontal blinds that may be brittle, aged and susceptible to easy breakage. If we find that your blinds are in this condition the cleaners will opt not to clean them and you will be informed either by a note or an email from us, or verbally if you are at home.

**SERVICE ISSUES:**

During your maintenance schedule Eco Mama encourages feedback from their clients to let us know how we are doing. We can only improve on our services if we know what areas need improving. So we encourage and welcome your comments. Email: [ecomama@ecomamagreenclean.com](mailto:ecomama@ecomamagreenclean.com).

Your satisfaction is very important to us. If you do have any problems with the service from our cleaners we need to hear from you within 24 hours of service in order to guarantee our work. We will send cleaners out to your home within 24 to 48 hours to re-clean the areas that were not cleaned to your satisfaction.

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\_\_\_\_I have read and received a copy of Eco Mama Cleaning Services Contract and agree to contract services under these guidelines.

\_\_\_\_\_  
**Client Signature**

\_\_\_\_\_  
**Date**

**Print Name:** \_\_\_\_\_

Thank you for choosing Eco Mama for your cleaning needs.  
Sarah Mitchell, Owner/President