

Towers Elite Service Agreement and Policies

1. WHO: Towers Elite Service, L.L.C., herein referred to as TES is an independently owned and operated business. We are not a franchise and are not bound by their bureaucracy and costs. We are accredited by the Better Business Bureau and are members of the American Professional Residential Cleaning Association and other professional organizations.
2. SATISFACTION GUARANTEE: TES guarantees all cleans. We are human and do make mistakes, so please call us by 11 AM the day after your clean if you are unhappy. We will gladly return to correct any valid issues.
3. COMMUNICATION: It is very important that you call our office if you have any questions or concerns about your cleaning service. We take great pride in our customer service and will make every effort to provide you with a highly professional cleaning experience.
4. TEAM: We try to send the same team to your home each clean, however, we cannot guarantee it. Illness, vacation, etc. may result in a change of personnel.
5. OFFICE HOURS: Our office is open Monday through Friday 9 AM to 5 PM. Voice mail is available after hours. Our teams generally clean homes between 9 AM and 5 PM. Occasionally, the team may need to stay past 5 PM to complete the job.
6. KEYS: Your home must be accessible to our teams. Most customers provide us with a key that is coded and locked in a key safe and only removed from the safe on the day of your clean.
7. CLUTTER: TES expects the customer to provide the cleaning team with a clutter free environment. If that environment does not exist, the team may not be able to fully complete your clean.
8. SAFETY: Safety issues prohibit our teams from moving heavy objects or standing on furniture. If anyone in your home uses hypodermic syringes, you must advise us and dispose of them properly.
9. EQUIPMENT AND SUPPLIES: We provide our own professional vacuums and cleaning supplies. If you prefer to supply a specific product for us to use, please let us know.
10. QUALITY MANAGEMENT: Our management team inspects our teams on a regular basis. They may enter your home after the team leaves. TES does these inspections to ensure the highest quality standards.
11. SECURITY ALARMS: If your home has a security system, please ensure that it is turned off on the day of your scheduled clean or you may also provide us with the code and steps necessary for us to turn off the alarm. We will reset the alarm when we leave. However, TES will not be responsible for alarms set off by our mistake.
12. PETS: If you have pets, please secure and pick up after them. For sanitary and safety reasons our teams are not permitted to clean flea infested homes or pick up animal excrement. We will also not clean if a team feels they are in danger from a dog or other animals.
13. BREAKAGE: We will use all reasonable care when cleaning your home. We cannot, however, be responsible for breakage of items improperly hung, mounted, etc. Please inform us if there are any items that pose risk of breakage.
14. RESCHEDULING: There may be times when weather makes it unsafe for us to travel and carry equipment and supplies to your home. Holidays and manpower may also necessitate a schedule change. Your understanding and cooperation in rescheduling is greatly appreciated.
15. PAYMENT POLICY: Payment is due at the end of the scheduled cleaning.. Please leave a check on your kitchen counter unless prior arrangements have been made. Monthly invoicing is available for a \$3.50 convenience fee. We accept major credit cards. This fee can be avoided by allowing us to provide your invoices and statements via email.
16. SALES TAX: By law, we must collect sales tax on this service. Sales tax varies by service location.
17. LATE FEE: If no payment is left for the team, a minimum late fee of \$10.00 or 18% APR will be charged each month an outstanding balance exists unless prior arrangements or alternative billing has been arranged.
18. RETURNED CHECK FEE: A \$35 fee will be charged for any check returned by the bank.
19. CANCELLATION FEE: In the event that you cancel a clean with less than 24 hours notice, you will be charged a \$25 cancellation fee.
20. LOCKOUT FEE: If the team is unable to enter your home due to your fault (double bolt locks, animals not contained or if the team is turned away at the door of a regular scheduled clean) you will be charged a lockout fee of 1/2 your regular clean price.
21. TERMINATION BY TES: TES may terminate this agreement at any time. If this agreement is cancelled by TES for any reason other than non-payment, the Termination Fee will not be charged.
22. SUSPENSION OF SERVICE: TES may suspend service if charges for service and/or fees remain unpaid for more than 30 days, unless prior arrangements have been made.
23. COLLECTION FEES: In addition to any amounts owed TES, you agree to be responsible for all reasonable collection and legal fees we incur in seeking to bring your account current.