

A2 GREEN CLEAN CLEANING SERVICE AGREEMENT

Please refer to this Cleaning Services Agreement for specific information regarding the scope, day, time and frequency of your requested cleaning, i.e., "standard A2", "deep" or "spring" and "project" notes (changes/additions) specific to your home and payment details.

TERMS OF THE AGREEMENT

There is no term to this agreement. Client (hereafter known as client/homeowner) may cancel at any time for any reason.

We ask for a minimum of 24 hours notice. A2, LLC (hereafter known as "A2" or "we", OR "your provider (s)") may also cancel at any time for perceived or actual danger to public health, safety issues, or seasonal emergency with a minimum 10 hour notice.

TERMS OF SERVICE

Below are our basic terms of service. All exclusive A2 services provided are under our basic terms of service. We reserve the right to alter or modify these terms at any time in which you will be given the revised Agreement and your continued use of our service implies agreement with these terms. A2 agrees to provide cleaning services to you as per your request. The charges for our service is for the agreed dollar amount for a team of our employees (hereafter known as cleaning team technicians) for a maximum of a fixed amount of team working hours of cleaning or related services. The charge is for the amount of work hours reserved for you for the job. In the event that our cleaning team members complete the job in less time than the reserved, which on a rare occasion be possible, the charge will remain the same and will not be adjusted (since this time block has been reserved for your job, and when required, we stay over). Please note that for an average size home cleaning may take in excess of 10 to 16 work hours. My team members will do the best possible job they can in the time they have available, which I understand as our "budget". Since the condition of each home will vary, and traffic and other conditions visit to visit, it is possible that we may not be able to complete the job in the time available, timely. In such a case additional time may be required at an additional charge. If you choose not to have additional time then our team members will do the best possible job they can in the time available, and following visit. By using our service you agree to the terms of this agreement and agree to pay the total due to us. All agreements are contingent upon strikes, accidents or delays beyond our control. Any changes to rate and/or time, be it verbal or in writing will not affect the substance of this agreement and all the terms herein will still apply with the new rate/time. We agree to go above and beyond!

LICENSED, BONDED, INSURED

A2 is a proud, professional cleaning service that is fully licensed, insured and bonded (copies available upon request).

QUALITY OF SERVICE

For your convenience, and quality control, you may request we leave you with a checklist indicating the various services we provide each time we clean your home; we also have them posted on our website www.a2greenclean.com and will permit access to varied technology. Our *experienced management team will conduct routine Audits*. If, after your inspection, We find our service to be less than the standard we expect to uphold, please expect us to contact you within a week so we can correct the issue. Refunds or discounts are not common practice as we will try to exceed expectations to begin with, then we correct any mistakes or missed services immediately. However; requests received by our office after that period may be incorporated into your next house cleaning.

THE CLEANING TEAM

We are responsible for all payroll taxes, unemployment, and pay for workman's compensation insurance, aflac, and vision for our team. We provide all state of the art equipment and the best custom green supplies. Our employees wear uniforms to identify themselves, you will become familiar with them quickly. Our cleaners usually work in teams of two or more depending on the scope of the job. A team leader is assigned to your home and will maintain communication, and consistency. We make every effort to keep the same team leader assigned to your home, and have proven success for many year long bonds, but cannot guarantee it. Quality, illness, vacations, logistics, etc, can all result in a change of team or change of technicians on a team. When more than one person is at the job, the quoted time -- which was quoted on physical current condition and person hours - it is lessened by the number of people, or increases with tasks over time. One person may arrive as scheduled, to start, and ultimately the team to maintain your quality. We are a Job based service.

CONDUCT

Our cleaners do not answer telephone, but with permission, and adherence to our strict privacy and safety policy answer the door and sign for packages for your convenience.

TRAINING AND SUPERVISION

Recruited team members "Rookies" are assigned to trainers who supervise them for 2 months, after a 2 week intense "Boot Camp" training program. After the 75 days we have a formal review with the trainer, the is then assigned to a team or allowed to work on their own.

PREPARING FOR YOUR CLEANING

Prior to the cleaning team's arrival, please don't lift a finger for us! 1

SECURITY ALARMS

If your home is equipped with a security system, please insure that it is in the "OFF" position or inform our office of the codes and input sequence before your scheduled cleaning. Please be sure to notify our office if this code changes. We keep these codes secure, requiring a two step authenticator and password to access, then each number has a unique code.

KEYS

Please ensure your property is accessible to us. Some clients scheduled cleaning time may change each cleaning, you may prefer to leave us a key to your home. All keys are maintained in a lock box except for the day of cleaning. Vested individuals are required to keep keys on them for emergency service reasons. They always have these keys in their possession.

SECURITY/ ENTRY

Our policy is to lock the door while we are cleaning and to not allow access to unknown people. For safety reasons, please know our policy for cleaning teams does not allow workmen in during the time we are in your home, unless we have received permission from you. We will call or text to ask.

THE FINE PRINT

We are specifically hired, and only allow trained certified individuals to dust/clean inside of a hutch/china cabinet, dust any computer equipment or wash dishes, client agrees to not hold A2 or any of its employees responsible for damage to any article or component. A2 is not responsible for damage due to faulty and/or improper installation of any item. Examples would be: broken or improperly installed blinds, tiles, curtain rods, shelves, loose carpet etc. All surfaces (e.g. marble, granite, hardwood floors, etc.) are assumed sealed and ready to clean without causing harm. We will investigate and repair any breakage immediately that is the responsibility of our cleaning technicians. A2 will use delicacy and care when cleaning all aforementioned items.

For "cleaning" and insurance reasons our cleaning teams are not prohibited from using ladders and are instructed to wear shoes in your home. We have instructed, and trained our staff to clean items; e.g., body fluids or excretions and litter boxes. If your pet has an accident or vomits, it is our responsibility to clean it up, we are prideful. Our teams are advised to never clean around these areas. Seasonal insect infestation can also be a problem and will not prevent us from completely cleaning your home. If roaches or fleas are encountered, please be courteous, let us know ahead of time and we can prepare specialized tools, and tonics. We will not clean if you have not informed us and call you ASAP regarding the problem; in this case you would still be liable to pay the agreed upon cleaning fee. If you prefer we do not clean inside curio cabinets, or have other items you prefer we not clean or handle, please instruct us, via call or email the office and we will arrange to avoid those items. Some of our teams can not climb higher than a step stool, work on the outside of your home, move furniture that contains electronics, lift any objects over 50 pounds; however there might be times when you need us to move furniture, e.g. beds, large chairs, etc.. this is best provided by a project visit with Jenn, very easily scheduled on the website, in these cases we are not responsible for their breakage due to old or faulty manufacturing, and this is best provided by a project visit with Jenn, very easily scheduled on the website. The cleaning team *MAY not pull out all appliances (for example a stove, fridge, washer/dryer) for you due to the possibility of causing floor damage (unless you hold us blameless for any damage), however, a project scheduled visit with Jenn or if you have these appliances moved out yourself we would be more than happy to clean behind them, the cleaning technician will clean as much as possible with multiple tools, and supplies. We do provide pet related services, and these will be provided by your most familiar, and comfortable preference.

PETS

If you have pets, we promise to adhere to the house rules, pet them and keep them secured at all times. Our teams are animal lovers-its a huge prerequisite, then trained and instructed on how to identify a risk or a potential hazard to your furry friends!

ACCIDENTS/DAMAGE

We are as careful as possible; however, due to the nature of our business, and standards, our staff is required to touch virtually everything in your home. If something does get damaged while cleaning your home, our staff is instructed to call our office at once and send you an email explaining the incident. The office will also follow-up with a phone call or email to you to determine the best course of action. We try to have a solution instantly, and try to NEVER lock the door without connecting with you. In the event an item is damaged or broken we reserve the option of repair or replacement. A dollar value of "one-of-a-kind" items destroyed must be demonstrated in order that a settlement may be determined.

2

SCHEDULING & CANCELTION POLICY

A2 will confirm your schedule cleaning times and schedules are the responsibility of the Homeowner to cancel withing 48 hours with the office. If our cleaners arrive during the cleaning day and time and they are turned away for ANY reason, or can not gain entrance for ANY reason, the homeowner will still be liable to pay the agreed upon cleaning fee. A2 Employment Agreement specifies they will still be paid in full for wages during scheduled travel time, and taxes regardless if they cannot gain entrance. Future scheduled cleanings will remain unchanged unless you give us the change in writing via email. Any reschedule will incur a \$20.00, including cancellation.

ARRIVAL & DEPARTURE TIME

A2 suggests a window of 20 minutes of actual time for arrival, and on occasion-may stay late to ensure Quality! Please let us know via email if there is a strict time line for any visit as we always try to adhere to it!

WEATHER

In severe weather, we may determine it is not safe to travel and/or carry equipment and supplies to your home; therefore your cleaning service for that day may be canceled, and A2 may not be held liable in anyway. If and when this occurs, we will reschedule in writing via email.

EXTRA REQUESTS

Please email us 48 hours before your scheduled cleaning if you have special requests (e.g. after construction, painting, sanding), detailed refrigerator cleaning, self cleaning of oven, windows, garage, etc. so we can schedule the correct logistics and extra time needed to complete these tasks. We can provide an email estimate *if required; however, we just want to confirm adequate timing. Any alterations or changes from our "initial proposal" involving additional time or work, will be at a minimal charge.

Any "last minute/emergency" cleans require an extra charge, logistics, your crew, communication, time, resources. **You consent to this fee; \$75.00**

SICKNESS

If you or someone in your home is sick (contagious) please contact our office so we can reschedule your cleaning. 24 hours notice

PAYMENT POLICY

Please feel free to leave any payments on the kitchen counter, or in the house on fridge, cash or check. For accounting purposes, payments can be made directly to the office via check and/or PayPal. Please send PayPal payments as a "personal transaction." Payment is due in full upon receipt of your invoice (sent via email). With this said, if you choose to use PayPal by any other payment method (e.g. Instant Transfer) the fee as stated on your original document of 5% will be charged to A2 and we will need to pass this fee on to you on your next invoice. A fee of \$40.00 will be charged for each NSF check returned by the bank. In the event an account requires legal or collection action, client/homeowner agrees to pay all cost of collection without limitations for reasonable attorney fees, interest on past due amount, court costs, and all collection costs. Moreover, A2 reserves the right to place a lien and or a judgment upon your primary or rental home for a delinquent payment and you the homeowner agrees to pay all legal fees and time spent for remedy.

LATE FEE

Overdue payments are subject to a late fee of \$25.00 for accounts overdue by 15 days. In addition, interest will be charged at the rate of twelve percent (12%) per annum on all overdue amounts accruing monthly.

GRATUITY

Although a gratuity is not expected or required, the team members certainly appreciate it, they actually love snacks too! A great way to show the team your appreciation is with a feedback note, in an envelop, or an email, so we can share in the

group. The amount of gratuity is split among the members of the team. You may leave a cash gratuity for the team or add the gratuity to your payment, if you use PayPal "personal transaction." or send in a check. we will be dispersing these once a month in 2017, and going over feedback notes.

Determining the Cost of your Cleaning

For most jobs, we charge from the time we arrive on the premises, which includes unloading of our supplies, equipment from vehicles, to the time we have finished cleaning, including the reloading. This is because we do recruit, hire, retain, train and develop and invest in only the premium talent in the industry, and we pay our employees hourly drive time, 40% more than industry average. We are grateful for our work, the hustle shows. Logistic Fee: Any job with an address located outside the perimeters will be invoiced as followed:
greater than 40 miles, or 60 minutes \$25.00 per visit,
Greater than 75 miles,90 minutes \$75.00 per visit

HIRING OF A2 STAFF

All of our cleaners have signed a "Non-Compete Agreement" with A2 Green Clean upon recruitment or hiring. Therefore they are prohibited from soliciting business from any client on his/her own behalf or on behalf of any third party during their employment with A2 or for (2) two years following leaving or termination of employment, without written approval from A2 Green Clean. Therefore, you agree not to hire past or present cleaning team members of A2 Green Clean for a period of not less than 2 years from the date the team member last worked for A2. A great deal of time and resources are put into hiring our staff. However, in the event you feel you must hire a team member of A2GC in spite of this agreement, then a \$4,500.00 placement fee is due immediately upon employment of the past/present team member, regardless of whether the employment is regular or on a contract basis. In this event and payment is not received within 30 days of written notice and an account requires legal or collection action, client/homeowner/business entity agrees to pay all cost of collection without limitations for reasonable attorney fees, interest on past due amount, court costs, and all collection costs. Moreover, A2 Green Clean reserves the right to place a lien and or a judgment upon your primary or rental home for a delinquent payment and you the homeowner agrees to pay all legal fees and time spent for remedy.

CONTACTING US

Email: Customer_service@a2greenclean.com; (734) 255-1583 (call or text) If there is an emergency, please indicate on voice mail. Email is the preferred method. Do not contact your assigned cleaner directly for any reason.

Any requests, changes, etc. must be given in writing for your protection, and to support your team!

PROVIDING FEEDBACK

Since cleaning is a very intimate experience we are always clamoring for feedback. Please send an email and let us know if there are ANY concerns or positive comments -- good or bad. This feedback is essential to serve you better, to correct any problems and to pass on these comments to our outstanding technicians. Also please feel free to fill out survey!

REFERRALS

Clients will receive a **\$25 discount** on their next cleaning service for referring each new client to A2 Green Clean. This discount becomes effective after the referred client's first cleaning and subsequent payment. Please email us the new clients name and email address or address and we will ensure this credit reflects on your future invoice.

EQUIPMENT AND SUPPLIES

We provide our own cleaning supplies and equipment including vacuums, mops, and cleaning products. Should you choose to supply specific products for our employees to use then you agree to take responsibility for the outcome, and results. or agree to an additional Audit for a one time fee of \$125.00 per year. Please place the cleaning product(s) and our request for specific types of cleaning, e.g., antiques, etc.. below "Changes/Additions."

A2 Green Clean agrees to deliver the "Standard" clean (see the list of [duties](#) on our Google doc for this as Estimated cleaning: for the property located at __825 Haven Court, Ypsilanti, Michigan____, for \$170.00__, conducted on the days of Friday____ between the hours of 8am-10pm or 11pm

____, for Amy and Baul Barnes____, for the following dates – May 19, 2017-August 21, 2017,

Changes/Additions: ____ See Exhibit A __Your Customized __Google SOP __Located on_line __and _____

____ For an additional one time fee of \$175.00 we can create the A 2 original paper checklist includes room by room 3 ring binder for your home. *IN an effort to save paper, we changed this, but due to some recent response and request wanted to offer it. It is timely to create and maintain, but does add a nice touch if interested.

_____/____/____ : Date

Signature of Home owner

Amy or Paul Barnes

A2 Green Clean Signator:

_____/_____
Signature

Date

KristiAnn Keith

