

AngeleSelegna Cleaning Services LLC Terms and Conditions of Service

Last updated: July 30, 2025

By using the AngeleSelegna Cleaning Services LLC website to book a cleaning service, or by requesting our services by any other means, you agree to comply with and be bound by these terms and conditions. If you do not agree to them, please do not use our services.

AngeleSelegna Cleaning Services LLC, hereinafter referred to as "the Company," "we," or "our," reserves the right to make changes to these terms and conditions at any time. By requesting our services, the client accepts and agrees to comply with the most recent version of these terms and conditions.

1. Booking Confirmation and Right to Refuse Service

- **Service Confirmation:** Online booking does not automatically guarantee a specific date and time. We will contact you by email or phone to confirm your appointment.
- **Right to Refuse or Cancel Service:** The Company reserves the right to deny or cancel service at any time for reasons of safety, inappropriate or uncomfortable situations, presence of weapons on the property, excessive clutter, or utility cutoffs (water, electricity). Our employees have the option to withdraw if the home is in extremely unsanitary conditions, if they feel unsafe or threatened, or if the scope of work exceeds what was agreed upon and the budget cannot be adjusted. In such cases, a cancellation fee may apply.

2. Our Cleaning Team

- **Cleaning Technicians:** Our cleaning staff consists of individuals or teams, depending on the complexity of the job and availability. We strive to maintain consistency in staff assignments to your home and provide ongoing training. All our employees have undergone background checks and drug screenings, and operate with high work ethic and responsibility.
- **Non-Solicitation of Employees:** As a client, you agree not to directly solicit or hire any of our cleaning employees for the duration of your contract with AngeleSelegna Cleaning Services LLC, nor for a period of two (2) years after the termination of such contract, without the Company's written approval. This is due to our significant investment in the training and selection of our staff. In case of breach, a hiring fee equivalent to 20% of the net annual salary of the employee in question will apply.

3. Preparation for Cleaning Service

- **Cleaning Day Preparation:** The price of our services is based on our staff dedicating most of their time to effective cleaning. We kindly request that, prior to our arrival, you take a few minutes to tidy your space to facilitate access to the areas and surfaces to be

cleaned (floors, countertops, etc.). If you wish for our team to perform organizational or preparatory tasks, please notify us in advance to adjust your quote.

- **Non-Cleanable / Non-Maintainable Items:** Our staff is instructed not to handle or clean items containing bodily fluids (human or animal), feces, blood, vomit, cat litter, bird cages, or excrement. We also refrain from cleaning homes with extreme accumulations (hoarding syndrome). If pests (ants, termites, cockroaches, fleas, etc.) are found, our staff may opt not to clean or vacuum the affected area. We do not clean the interior of display cases with delicate objects unless precautions have been taken and we have been notified in advance.

4. Pets

- **Pet Handling:** We are happy to work in homes with pets, but we request that their activity be limited to ensure the efficiency and safety of the cleaning. If your pet becomes anxious, aggressive, or poses a threat to our staff's safety, AngeleSelegna Cleaning Services LLC reserves the right to withdraw its employees from your residence. Our employees will not enter a home if they believe an animal poses a threat. If we must withdraw due to aggressive pets, our cancellation policy will apply.
- **Escaping Pets:** Neither AngeleSelegna Cleaning Services LLC nor its cleaners are responsible if a pet "escapes" when entering or exiting your home. If your pet will be loose during cleaning, please notify us in advance so our cleaners can take precautions.
- **Pet Care:** We do not clean litter boxes, nor do we remove animal urine or feces from the floor.

5. Pricing, Payments, and Rate Adjustments

- **Our Service Prices:** Instant quotes are based on our extensive experience, but the final price may be adjusted based on the actual condition and magnitude of the cleaning required at the property. We will contact you to inform you if a price adjustment is necessary. If we cannot reach you, the cleaning staff may withdraw, and you will be charged the cancellation fee. We reserve the right to adjust rates at any time based on the time required to meet client expectations and AngeleSelegna Cleaning Services LLC standards.
- **Cleaning Rate Adjustments:** Adjustments to the cleaning rate may be made at any time if there are changes in the original schedule frequency, home or living situation (remodeling, change of address, number of occupants, substantial increase in furniture, etc.). Your rate may be increased annually, by an amount not exceeding 7% of the current rate.
- **Scheduling and Frequency Pricing:** The price of your recurring service is based on the cleaning frequency:
 - **Weekly:** Once per week.
 - **Bi-Weekly:** Every 2 weeks (no more than 3 weeks since the last cleaning).
 - **Monthly:** Every 4 weeks (no more than 5 weeks since the last cleaning).

- If you reschedule your cleaning, the cost may vary if the new frequency alters the established rate (e.g., a bi-weekly client who "skips" a cleaning, resulting in a four-week gap, will be charged the monthly rate).
- **Hourly Service:** If you requested an hourly service, please have a prioritized list of tasks you wish us to perform ready. Our cleaners will work in descending order until the requested time is completed. We do not offer recurring discounts for hourly services. If the client is present during the hourly service, any additional time on the property will be billed. It is the client's responsibility to finalize the service within the billable hours to avoid additional charges. To add time or services, you must contact AngeleSelegna Cleaning Services LLC. Concerns about work efficiency must be communicated to the Company before the hourly service ends.
- **Payments and Options:** Payments are due on the day of service by credit card (Mastercard, Visa) or bank transfer. We do not accept cash payments directly to our cleaners unless previously agreed upon with the office. Our recurring service discount begins after the first cleaning service. If cleanings are skipped and the frequency is less than scheduled, the price will be adjusted to the correct pricing level for the lower frequency.
- **Cancellation Fee for Missed Appointments / No Access:** A fee of \$75.00 will be applied if our staff arrives for a scheduled booking and is unable to enter the property or begin service. This charge is necessary to compensate for the unexpected loss of income and travel time. To avoid this charge, please provide a key, access code, or clear entry instructions.
- **Charges for Uncompleted Service (Client-Caused):** If the client fails to notify our office and, upon arrival, we are unable to enter the property, a full "lockout" fee will be charged to cover our expenses, as our team cannot attend to other clients during that time.
- **Adjustments to the Cleaning Plan:** If you need to change or modify cleaning details or instructions, or change the schedule/frequency, the safest way is to contact our office. The cleaning team is instructed to follow the directions on your personalized work order. Additional requests made directly to the team at the time of cleaning that were not previously agreed upon with the office cannot be accepted.

6. Property Access and Security Systems

- **Property Access:** The client must facilitate access to the service location for AngeleSelegna Cleaning Services LLC staff on the scheduled day. We will make every effort to contact you if we cannot gain entry. If you are not contacted within 25 minutes of staff arrival, the scheduled cleaning will be skipped, and you will be charged a \$75 late cancellation fee.
- **Client Keys:** Our clients' keys are kept in a secure area with restricted access to managers. If the client leaves a door unlocked or leaves the key in an unsecured location (under a doormat, etc.) for our cleaners to access the home, AngeleSelegna Cleaning Services LLC is not responsible for any damage or theft to the home. In case of service cancellation, keys in our possession will be returned within a maximum of 72 business hours after service completion.

- **Security Systems / Alarms:** If your home has a security system, please ensure it is disarmed or provide our office with the code and usage instructions before the scheduled cleaning. If the code changes, you must notify us to avoid a \$50 lockout fee.

7. Cancellations and Rescheduling

- **Cancellation and Rescheduling Policy:** Service reliability is crucial, as we reserve exclusive space and time for you. We request at least 48 hours' notice if you need to cancel or reschedule your appointment for any reason. Cancellations or reschedules with less than 48 hours' notice will incur a \$75.00 charge.
- **Cancellation Fees:**
 - Same-day cancellation / less than 2 hours before booking: \$75.00
 - Cancellation with 24 to 2 hours' notice before booking: \$75.00
- **Cancellations by AngeleSelegna Cleaning Services LLC:** We reserve the right to suspend or cancel a booking if there are issues with property access, water or electricity supply, working with other contractors/service providers, or interference from any party. In such cases, the client will be responsible for up to 50% of the agreed service cost.

8. Cleaning Supplies and Equipment

- **Our Supplies:** We will provide the necessary equipment and products for a complete cleaning of your home, including vacuums and cleaning products.
- **Eco-Friendly Products:** If you prefer that we use only eco-friendly cleaning products, please inform us before the service begins.
- **Use of Client's Own Supplies:** If you request that we use your own cleaning products, please note that we are not responsible for damages caused by them. If requested, we ask that chemicals and supplies be ready for maximum efficiency.
- **Use of Owner's Personal Vacuum:** If you request the use of your personal vacuum cleaner, we will not assume, accept, or be responsible for any damage to the unit. We are not responsible for its maintenance or repairs. If the vacuum cleaner is not functional upon our arrival, we will not be able to vacuum carpets and hard floors. In some cases, AngeleSelegna Cleaning Services LLC may require the client to provide a functional vacuum cleaner for the safety of our clients and teams, avoiding the transfer of allergens.

9. Service Limitations and Specific Areas

- **Heavy Objects and Inaccessible Areas:** For safety and liability reasons, our employees cannot climb higher than two steps on a stool or ladder, nor work outside your home. Our cleaners cannot move objects weighing more than 20 pounds (approximately 9 kg). If you wish to clean behind or under heavy objects, please move them prior to our arrival.
- **Wall Washing / Wall Spot Cleaning:** Clients who contract wall washing or wall spot cleaning services agree that AngeleSelegna Cleaning Services LLC will not be responsible for any damage to walls during cleaning, as various factors and pre-existing

conditions may influence. We reserve the right to refuse this service if we deem it may cause damage or is outside our scope. If stains are widespread rather than localized, the service might be reclassified as full wall washing, with a price adjustment and possible rescheduling.

- **Interior Appliance and Cabinet Cleaning:** For interior cleaning of ovens, refrigerators, or cabinets, these must be empty prior to our cleaners' arrival. If the client requests cabinet and refrigerator cleaning during a "Move-out" service and they are not empty, additional charges will apply for the extra time.
- **Move-out / Exit Cleaning:** This service is specifically designed for empty and clutter-free homes. AngeleSelegna Cleaning Services LLC does not remove pet odors from homes. If your home is empty and needs pet odor removal, you must contact a specialist. We reserve the right to convert the booking to a standard or deep cleaning plan if the house is still occupied or contains many items upon our arrival.

10. Damage, Breakage, and Loss Policy

- **Responsibility:** While rare, damage or breakage is possible. Our cleaners exercise reasonable care. We are insured for damage or breakage directly caused by our staff. We are not responsible for damage from normal wear and tear or improper installation of items/objects in your home.
- **Non-Insurable / Exceptionally Valuable Items:** We are not responsible for damage to collectibles, artwork, paintings, or undeclared family heirlooms, as they are costly and impossible to replace. The client must inform us how they wish these fragile items to be handled prior to service.
- **Damage Notification:** Any damage or loss must be reported within 24 hours of service completion. We will attempt identical/similar replacement, though not guaranteed.
- **Inspection at Service End:** It is the client's responsibility to inspect the home before cleaners depart. Any damage must be reported immediately at that time. Once cleaners leave, we are not responsible for damage whose source cannot be verified.
- **Hanging Objects:** We are not responsible for objects hung on the wall by methods other than actual "picture hangers" (e.g., pins, string). The client is responsible for using proper hanging techniques for their home décor.
- **Suspected Theft:** If a client suspects or theft has occurred, it is their responsibility to report it to the AngeleSelegna Cleaning Services LLC office and, if necessary, initiate the appropriate legal proceedings. AngeleSelegna Cleaning Services LLC is indemnified against any such claims.

11. Arrival Times and Weather Conditions

- **Arrival Window:** We strive to schedule our cleanings efficiently. While we will do our best to accommodate specific time requests, we do not guarantee exact times. The scheduled time has a +/- 1-hour arrival window (e.g., if your appointment is at 10:00 AM, the team may arrive between 9:00 AM and 11:00 AM). This allows flexibility due to the unpredictable nature of our business (traffic, weather conditions, mechanical issues,

etc.). Normally, we will not arrive more than 35 minutes early or more than 40 minutes late for the scheduled time. In case of significant delay, we will call or text to notify you.

- **Bad Weather Conditions:** We will close for business when bad weather conditions prevent King County school districts from opening. In such cases, we will contact you to reschedule. Regular cleanings will be offered on all other holidays. If you wish to reschedule a cleaning that falls on another holiday, please provide at least 2 business days' notice to avoid a late cancellation fee.

12. Satisfaction Guarantee & Reclean Policy

- **Satisfaction Guarantee:** We strive to deliver the highest quality of work and best customer service. If for any reason you are not satisfied with your cleaning, you must call or email us within 24 hours of service completion. We will correct the oversight at no additional charge.
- **Recleaning:** Complaints must include a detailed list and, if possible, photographs of the overlooked areas. Areas not reported within 24 hours will not be considered for recleaning. Free recleanings will be performed within 24 to 48 hours, and the client must be available to allow cleaners access. No new service can be added to a free recleaning. Our 24-hour guarantee for hourly cleanings is limited to the time needed to correct overlooked areas; it does not mean the same hours will be spent as in the initial cleaning.
- **Cleaning Approval:** Satisfaction may be confirmed verbally, by phone, email, or text. Once approval is received, AngeleSelegna Cleaning Services LLC reserves the right to deny a recleaning request. It is the client's responsibility to ensure all non-verbal communications are received and acknowledged by the Company and are made within 24 hours. Complaints made after 24 hours from the initial cleaning may be denied. Clients requesting to review the cleaning who do not show up within 10 minutes of the team's departure will be subject to additional waiting time charges (up to 1 hour, after which the team may depart).

13. Holidays

- **Holiday Policy:** We do not work on the following holidays: Independence Day (July 4th), Christmas Eve (open until 12:00 pm), Christmas Day, New Year's Eve (open until 12:00 pm), New Year's Day, and Thanksgiving Day. If your appointment falls on one of these holidays, we will contact you to reschedule. Regular cleanings will be offered on all other holidays. If you wish to reschedule a cleaning that falls on another holiday, please provide at least 2 business days' notice to avoid a late cancellation fee.

14. Additional Services & Specialties

- **Additional Services (with extra charge):**
 - Detailed blind cleaning
 - Detailed baseboard cleaning
 - Dishwashing (if applicable and previously agreed upon)

- Interior kitchen cabinet cleaning
- Interior oven cleaning
- Interior refrigerator cleaning
- Interior window and sill cleaning.
- Laundry Service (under conditions mentioned below)
- **Laundry Services:** Clients requesting laundry service agree that AngeleSelegna Cleaning Services LLC will not be responsible for any damage to washing machines, dryers, or garments (discoloration, shrinkage, loosening, or any other unexpected results). It is the client's responsibility to provide appropriate guidance to the cleaning staff.
- **Out-of-Scope Services / Specialists:** AngeleSelegna Cleaning Services LLC is not a specialist in grout, walls, tile/renovations, or any specialty outside general home cleaning. Therefore, we will not accept tasks outside our scope of work. Clients requiring such tasks must call a specialist. This includes mold removal, for which we do not assume responsibility for any risk.
- **Hoarding Homes:** Homes where hoarding has occurred require special attention. If a cleaning was initially booked as standard, deep, or move-out, and upon our arrival, it is determined that hoarding exists, the booking will be converted to our hourly rate. Time estimates will be provided before cleaning.
- **Additional Work:** Any special requests (e.g., post-construction cleaning, refrigerator/oven/cabinet interior cleaning, garage, additional rooms, or any other additional service) must be communicated in advance to schedule the necessary time. We will provide an estimate by phone, but reserve the right to adjust it upon completion of the work. Any adjustment must be agreed upon with the office before service.
- **Cleaning Behind Appliances/Furniture:** Cleaning behind appliances (ovens, refrigerators, washers, dryers, etc.) will not be performed if they are not moved by the client prior to our cleaners' arrival. This cleaning only applies to "Move-out" services. Cleaning behind furniture will not be performed if moving them poses a risk to our cleaners, the homeowner, or the furniture itself. For deep cleanings, if a client requires cleaning behind furniture, these must be moved prior to our arrival.

15. General and Legal Information

- **Quality Control:** Our quality control includes field inspections and phone calls. A supervisor may visit your home after our cleaning team has completed their work. We believe that inspections and client contact are the best ways to exceed your expectations and improve our high standards.
- **Stain Removal:** We will make every effort to remove all stains during cleaning. However, some old or tough stains (on ovens, walls, etc.) may require more time or be impossible to remove completely. AngeleSelegna Cleaning Services LLC will advise you in such cases to determine an acceptable solution.
- **Before and After Photos:** AngeleSelegna Cleaning Services LLC takes before and after photos of completed cleaning jobs. These photos may be used for marketing purposes and as proof of work performed, reducing discrepancies and helping us monitor quality. These photos are the property of AngeleSelegna Cleaning Services LLC,

and we will not disclose the client's location or personal information. Clients who do not agree to photo taking may notify our office.

- **Personal Information:** Calls made or received by AngeleSelegna Cleaning Services LLC may be recorded for quality and training purposes. We will never share your personal or call information with third parties without your prior consent or unless required by state or federal law.
- **Office Hours:** Our office is open Monday to Sunday from 7:00 am to 7:00 pm. We offer after-hours customer service through our online chat from 8:00 am to 11:00 pm, 7 days a week. We reserve the right to adjust chat hours based on business needs. You may also leave us a voicemail.
- **Insured Company:** Our company is insured to provide peace of mind when performing our services.
- **Disclaimers:** The Company makes no representations, warranties, or endorsements as to the reliability, timeliness, quality, suitability, availability, accuracy, or completeness of the service or software. The Company does not represent or warrant that (a) the use of the service or software will be secure, timely, uninterrupted, or error-free, (b) the service or software (including cleaning services) will meet your requirements or expectations, (c) stored data will be accurate or reliable, (d) the quality of any products, services, information, or other material purchased or obtained by you through the service (including cleaning services) will meet your requirements or expectations, (e) any errors or defects in the service or software will be corrected, or (f) the service or the servers that make it available are free of viruses or other harmful components. The service and software are provided to you strictly "as is." All conditions, representations, and warranties, whether express, implied, statutory, or otherwise, including, without limitation, any implied warranty of merchantability, fitness for a particular purpose, or non-infringement of third-party rights, are hereby disclaimed to the maximum extent permitted by applicable law. The Company makes no representation, warranty, or guarantee as to the reliability, safety, timeliness, quality, suitability, or availability of any services, products, or goods obtained from third parties through the use of the service or software. You acknowledge and agree that the entire risk arising out of your use of the software and the service, and any third-party services or products, remains solely with you, to the maximum extent permitted by law.
- **Network Delays:** The Company's service and software may be subject to limitations, delays, and other problems inherent in the use of the Internet, telecommunications networks, and electronic communications. The Company is not responsible for delays, delivery failures, or other damages resulting from such problems.
- **Limitation of Liability:** In no event shall the Company's total liability exceed the amounts actually paid by you and/or owed by you in the six (6) month period immediately preceding the event giving rise to such claim. In no event shall the Company and/or its licensors be liable to anyone for indirect, punitive, special, exemplary, incidental, consequential, or other damages of any kind (including personal injury, loss of data, revenue, profits, use, or other economic advantage). The Company and/or its licensors shall not be liable for any loss, damage, or injury that you may incur, including, without limitation, losses, damages, or injuries arising out of, or in any way

related to, the service or the software, including, without limitation, the use or inability to use the service or the software, any reliance placed by you on the completeness, accuracy, or existence of any advertising, or as a result of any relationship or transaction between you and any third-party service provider, advertiser, or sponsor whose advertising appears or is referenced by the website. service or software, even if the Company and/or its licensors have been previously advised of the possibility of such damages.

- **Claims/Law and Arbitration:** These Terms of Use and any dispute between you and AngeleSelegna Cleaning Services LLC shall be governed by the laws of the state of Washington without regard to its conflict of laws provisions. By using the site or services in any way, you agree that any claim or dispute arising out of your use of the site or services or relating to any alleged breach of the Terms of Use shall be resolved exclusively by binding arbitration. You agree to waive your right to go to court to assert or defend any claim between you and AngeleSelegna Cleaning Services LLC, and your right to participate in a class action or other collective proceeding. Claims and disputes must be arbitrated on an individual basis and cannot be consolidated with any other claim or dispute. Judgment on the arbitration award may be entered in any court with jurisdiction in the state of Washington. You or AngeleSelegna Cleaning Services LLC may seek any preliminary or injunctive relief from a court of competent jurisdiction in the state of Washington that is necessary to protect property rights while arbitration is completed. Any proceedings required to enforce this arbitration agreement may be initiated in any court of competent jurisdiction. If this agreement is deemed unenforceable, any litigation against AngeleSelegna Cleaning Services LLC may be brought only in the federal or state courts located in the state of Washington, and you hereby irrevocably consent to the jurisdiction of those courts for such fines. The quality of cleaning services scheduled through the use of the service or software may not meet your standards. AngeleSelegna Cleaning Services LLC will make every effort to resolve any issues arising from service quality problems. However, clients should note that some of AngeleSelegna Cleaning Services LLC's services are performed by contractors. Nothing contained on this website constitutes or is intended to constitute advice of any kind. If you need advice regarding any legal, financial, or medical matter, you should consult an appropriate professional.
- **Reasonableness of Terms:** By using the service or software, you agree that the exclusions and limitations of liability set forth in this agreement are reasonable. If you do not find them reasonable, you must not use the service or software.
- **General:** No joint venture, partnership, employment, or agency relationship exists between you, the Company, or any third-party provider as a result of this Agreement or the use of the Service or Software. If any provision of the Agreement is found to be invalid or unenforceable, that provision will be removed, and the remaining provisions will be enforced to the fullest extent permitted by law. The Company's failure to enforce any right or provision of this Agreement will not constitute a waiver of such right or provision unless acknowledged and agreed to by the Company in writing. This Agreement comprises the entire agreement between you and the Company and supersedes all prior or contemporaneous negotiations, discussions, or agreements,

whether written or oral, between you and the Company regarding the subject matter hereof.

- **Other Parties:** You agree that, as a corporation or sole proprietorship, the Company has an interest in limiting the personal liability of itself, its owners, officers, employees, or Contractors. You agree that you will not bring any personal claims against the owners, officers, or employees of the Company with respect to losses you incur in connection with the Service or the Software. Notwithstanding the foregoing, you agree that the limitations of warranties and liability set forth in this Agreement will protect the Company's officers, employees, agents, subsidiaries, successors, assignees, and subcontractors, as well as the Company itself.
- **User Conduct:** By using the Software or the Service, you agree that:
 - You will only use the Service or the Software for lawful purposes; you will not use the Service to send or store illegal material or for fraudulent purposes.
 - You will not use the Service or the Software to cause annoyance, inconvenience, or discomfort.
 - You will not impair the proper functioning of the network.
 - You will not attempt to harm the Service or the Software in any way.
 - You will not copy or distribute the Site or other content without the Company's written permission.
 - You will only use the Site for your own use and will not resell it to any third party.
 - You will keep your account password or any identification provided to you to access the Site secure and confidential.
 - You will provide any proof of identity that the Company may reasonably request.
 - You will only use an access point or data account that you are authorized to use.
- **Service Termination:** The Company reserves the right to (i) modify or discontinue, temporarily or permanently, the Service (or any part thereof) and (ii) refuse any current and future use of the Service, suspend or terminate your account (any part thereof) or use of the Service, for any reason, even if the Company believes that you have violated this Agreement. The Company shall not be liable to you or any third party for any modification, suspension, or discontinuation of the Service. The Company will make reasonable efforts to contact you and announce prior to the suspension or termination of your account.