

HANDY HOUSEWIVES SERVICES AGREEMENT

- There is no term to this services agreement. You may cancel at any time for any reason.
- Handy Housewives reserves the right to reevaluate rates at any time.
- Handy Housewives is a professional domestic engineering service fully insured and bonded. Our employees wear uniforms so they are easily identifiable.
- We work in teams of two or individually depending on the circumstance.
- We prefer you secure your pets and pick up after them before our arrival. We do not clean or handle your pet products in any way.
- If you must reschedule or skip your regular appointment, we appreciate at least a 24 to 48 hour notice. If we receive less notice, we will require a missed appointment fee of **\$40.00** to cover our expenses. **If we arrive at your home and are unable to gain access or are unable to clean because of a tripped alarm you will be required to pay your usual cleaning fee for that day.** Please make sure your home is accessible to us. Most of our regular clients provide us with a key.
- Statements of billing will be sent out on a monthly cycle either electronically or via postal. The billing total will reflect all services rendered for the current month. Adjustments will be made in the following month. Payment shall be in the form of post dated cheques or Visa / MasterCard. In signing this agreement you agree to Handy Housewives charging your credit card for the full amount showing on your monthly statement prior to the last day of each month. All bank charges incurred due to NSF cheques will be passed on to you at a flat rate of **\$30.00** per cheque.
- If we are specifically requested to dust/clean inside of a hutch/china cabinet, dust any computer equipment or wash dishes; client agrees not to hold Handy Housewives or any of its employees responsible for damage to any article or component.
- While we make every effort not to break items, accidents can happen. Handy Housewives will use its best efforts to replace any items broken through its staff's actions. Identical replacement will be attempted but not guaranteed. For this specific reason, we request all irreplaceable items (whether of monetary or sentimental value) be stored and/or not cleaned by our staff. Please identify and/or store any such items prior to our first visit. Handy Housewives must be notified within 48 hours of service if damage is discovered. By agreeing to have Handy Housewives provide services, client agrees to limit all claims to a maximum of \$25.00 per item broken to an overall limit of \$200 per attendance. To avoid the possibility of accidents, please put away any valuables, collectibles, heirlooms, or similar items so that there is no possibility of damage during cleaning.
- Handy Housewives is not responsible for reasonable wear and tear or damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean through standard cleaning processes without causing harm. Special requests or considerations must be communicated to Handy Housewives in writing.
- Handy Housewives may change the terms and conditions of this Service Agreement upon reasonable notice to the client.
- *Satisfaction Guarantee:* please call us if you are unhappy with the quality of our work. We will make every reasonable effort to meet your expectations. However, we need to be made aware of the problem within **24 hours** following the services we provided to honor our satisfaction guarantee.
- Handy Housewives specializes in providing competent and trust worthy individuals to tend to your housekeeping needs. Providing such services are our stock and trade. Accordingly, it is of the utmost importance that our clients respect our work, risk-taking and ethic by not soliciting our employees from our employment. Accordingly, it is an expressed term of our Services Agreement that you do not:
 - 1) Directly or indirectly attempt to solicit Handy Housewives employees or contractors;
 - 2) Directly or indirectly induce our employees to leave our employment to provide housekeeping like or related services to or for any third party.
- Handy Housewives recognizes the trustworthy nature of our relationship. We expect and hope that our customers will respect our interests regarding solicitation. Should a breach of this trust occur you agree to compensate Handy Housewives based on past precedent.
- Client agrees that Handy Housewives is not obligated to provide any services at any time and reserves the right to cancel services at any time without notice or penalty. Clients will be charged only for services actually provided. Client acknowledges that Handy Housewives will not be liable for loss, howsoever caused for any failure to provide cleaning services.

We look forward to helping you with your household needs.

**Thank you for choosing Handy Housewives
Handy Housewives Contact: Melanie Mensch
Phone: 249-9567**