

DSS CLEANING SERVICE AGREEMENT



1. SCOPE OF SERVICES

DSS Cleaning (“Contractor”) agrees to provide cleaning services selected by the Client at the time of booking, as detailed in the [Booking Confirmation/Order Summary] and the company’s Service Menu, for the property address provided by the Client during the registration or booking process.

2. SERVICE SCHEDULE

The frequency and dates of service shall be mutually agreed upon and specified in a separate "Service Quote" or "Work Order" document provided by the Contractor.

3. PAYMENT TERMS

The total service fee, deposit required, and balance due are outlined in the separate "Service Quote" or "Invoice" document provided to the Client. Payment methods accepted by the Contractor are detailed in the invoice or a separate payment policy document.

***Late Payment Fee.** In the event payment is not received within five (5) calendar days of the invoice will incur a \$25.00 late fee plus interest at 1.5% per month (18% per annum) until paid in full. DSS Cleaning reserves all legal remedies for nonpayment.*

4. Billing Authorization & Automatic Payment (Autopay)

By enrolling in recurring cleaning services, Client authorizes DSS Cleaning to securely store and charge the payment method on file for all scheduled recurring services, applicable add-ons, mileage fees, pet fees, taxes, and any other charges permitted under this Agreement.

Charges will be processed automatically on or up to twenty-four (24) hours prior to each scheduled service date unless otherwise stated in writing. Client agrees to maintain a valid payment method on file at all times.

In the event a payment is declined, DSS Cleaning may suspend services until payment is resolved and may assess applicable late fees, NSF fees, or administrative fees as outlined in this Agreement. Repeated payment failures may result in immediate termination of services.

Clients may update the payment method on file by providing written notice at least forty-eight (48) hours prior to the next scheduled service. Cancellation of recurring services does not revoke authorization for charges already incurred or scheduled in accordance with the cancellation policy.

This authorization remains in effect until recurring services are properly cancelled in accordance with the terms of this Agreement.

5. BOUNCED CHECK / NSF PAYMENT CLAUSE

NSF / Returned Payments:

If any payment made by check, electronic transfer, or other method is returned unpaid for any reason, the Client agrees to pay a Non-Sufficient Funds (NSF) fee of \$45.00, or the maximum amount permitted by South Carolina law, whichever is greater. Payment for the original amount plus all fees must be made in full within 48 hours of notice.

DSS Cleaning reserves the right to:

1. Suspend or cancel services until all outstanding balances are paid;
2. Require future payments in certified funds only (cash, cashier's check, money order, or digital payment); and
3. Add the unpaid amount to any outstanding invoice and pursue collection remedies if necessary.

Client understands and agrees that repeated returned payments may result in permanent termination of services.

6. CANCELLATIONS & RESCHEDULING

- A minimum **48-hour notice** is required to reschedule or cancel one-time or non-recurring appointments.
- Cancellations within less than 48 hours may result in forfeiture of the deposit.
- DSS Cleaning reserves the right to reschedule service due to weather, emergencies, or unsafe site conditions.

6.1. Recurring Service Cancellation

Clients enrolled in recurring services (weekly, bi-weekly, or monthly) must provide a minimum of **seven (7) calendar days written notice** to cancel or terminate recurring services. Failure to provide proper notice may result in billing for the next scheduled service or forfeiture of any applicable deposit. Notice is effective upon confirmation by DSS Cleaning.

7. CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide safe, clear, and reasonable access to all areas scheduled for cleaning. (Failure to provide access at the scheduled time may result in a **cancellation fee equal to 30% of the quoted amount**).
- Remove valuables, fragile, personal items, and secure pets from cleaning areas prior to service.
- Ensure utilities (water, electricity) are available during service.
- Notify DSS Cleaning of any maintenance issues or safety concerns before service begins.

8. LIABILITY & WARRANTY

DSS Cleaning will perform all services in a professional manner consistent with industry standards. DSS Cleaning is not liable for:

- Pre-existing damage or wear;
- Items not properly secured or mounted;
- Allergic reactions to cleaning products.

DSS Cleaning requires all claims must be reported within **24 hours** of service completion. Client agrees that DSS Cleaning's total liability shall not exceed the total amount paid for the specific service rendered.

9. PETS CLAUSE

Pets & Home Environment Policy

1. **Client Responsibility:**

The Client agrees to secure all pets prior to and during scheduled cleaning services to ensure the safety of both the animals and DSS Cleaning staff. Pets may remain on the premises provided they do not interfere with cleaning operations or pose a safety risk.

2. **Access & Supervision:**

DSS Cleaning is not responsible for unattended pets during the service. If a pet prevents access to certain rooms or areas, those areas will be omitted from cleaning without adjustment to the agreed price.

3. **Pet Waste & Odors:**

Removal of pet urine, feces, litter box waste, or odor treatment is not included in standard cleaning services.

4. **Pet Hair and Dander**

Homes or facilities with indoor pets will automatically include a **Pet Hair Mitigation Fee** of \$35 to ensure quality of service and sanitation.

5. **Notification Requirement:**

The Client must inform DSS Cleaning in advance if pets will be present and provide any necessary safety instructions (e.g., gates, crates, rooms to avoid).

6. **Liability Disclaimer:**

DSS Cleaning and its technicians are not liable for any injury, escape, or stress-related reaction of pets resulting from normal cleaning activity (vacuum noise, movement, odors, etc.). The Client assumes full responsibility for their pet's well-being during service hours.

10. TRAVEL & MILEAGE POLITY

DSS Cleaning provides services at no additional cost within a **15-mile radius** of Charleston, SC 29403. For service locations beyond this area, a travel fee of **\$0.60 per mile (round trip)** will be added to the total

invoice. Mileage is calculated from Charleston, SC 29403, using the most direct driving route.

11. PROPERTY SIZE & RATE ADJUSTMENT

All residential package prices are based on homes up to **1,500 sq. ft.** Properties exceeding this size will incur an additional rate per square foot, as outlined in the DSS Cleaning Service Menu.

Client acknowledges that square footage adjustments are applied to ensure fair pricing for time and materials.

12. SUPPLIES & EQUIPMENT

DSS Cleaning provides all standard equipment and eco-friendly cleaning products. If Client requests use of specific products or supplies, DSS Cleaning may accommodate at Clients expense and providing Client assumes liability for results or damage.

13. SATISFACTION GUARANTEE

If Client is unsatisfied with the cleaning results, DSS Cleaning must be notified within **24 hours** of completion of the cleaning. A complimentary re-cleaning of the affected area will be scheduled promptly. Refunds are not issued once service has been performed.

14. REVERSION OF SERVICE SCOPE & PROPERTY CONDITION

If recurring services are cancelled, suspended, or interrupted for more than thirty (30) days, DSS Cleaning is not responsible for maintaining property condition beyond the last completed service. Future service requests may require reversion to a Deep Clean or higher-level service at current rates. Recurring pricing is based on consistent maintenance.

15. TERMINATION

Either party may terminate this agreement with written notice if obligations are not fulfilled. Deposits are non-refundable once services commence.

15.1. Immediate Termination for Abuse or Nonpayment

DSS Cleaning reserves the right to immediately suspend or terminate services without notice for nonpayment, repeated last-minute cancellations, unsafe or hostile working conditions, misrepresentation of property conditions, or violation of Client Responsibilities.

16. ENTIRE AGREEMENT

This Agreement, including any attached Service Menu and written quote, constitutes the entire agreement between DSS Cleaning and Client. Any amendments must be submitted in writing and signed by both parties.

17. GOVERNING LAW AND DISPUTE RESOLUTION

This Agreement shall be governed by and construed in accordance with the laws of the State of South Carolina, without regard to its choice of law principles.

If disagreements arise, the parties agree to attempt to resolve them through good-faith negotiation. If a resolution cannot be reached, the parties **agree to resolve the dispute exclusively through binding mediation or arbitration** in Charleston County, South Carolina, before pursuing litigation.

18. INSURANCE AND INDEMNIFICATION

DSS Cleaning maintains required insurance and agrees to indemnify the Client against claims, losses, costs, liabilities, damages, and expenses resulting from the negligent or wrongful acts of its employees or subcontractors.

19. CONFIDENTIALITY

DSS Cleaning acknowledges that its employees or subcontractors **may inadvertently encounter** or otherwise become aware of the Client's private or proprietary information while performing services.

DSS Cleaning, its employees, and subcontractors, agrees not to disclose this Confidential Information for any purpose outside the Agreement scope, unless authorized or legally required. This obligation continues indefinitely after the Agreement ends.

20. NON-SOLICITATION OF EMPLOYEES

The Client agrees not to solicit or hire any DSS Cleaning employees or contractors during the Agreement term and for twelve (12) months following termination without written consent.

Breaching this clause incurs a **\$2,500.00** placement fee, representing the estimated recruitment and training costs.

Thank You for Choosing DSS Cleaning

Look Clean, Smell Clean, DSS Clean – Serving Charleston and Surrounding Areas

Contact: booking@DSSCleaning.com | (843) 868 - 6842