



DSS CLEANING SERVICE AGREEMENT

Effective August 18, 2026 | Residential and Commercial Cleaning Services

This Service Agreement ("Agreement") governs cleaning services provided by DSS Cleaning ("DSS Cleaning" or "Contractor") to the individual or entity booking or receiving services ("Client").

1. SCOPE OF SERVICES AND CONTROLLING DOCUMENTS

DSS Cleaning will provide only the cleaning services selected and accepted by the Client for the property address identified during booking. The accepted Booking Confirmation, Order Summary, Quote, Work Order, Invoice, and selected add-ons are collectively referred to as the "Service Documents."

For service scope, price, and schedule, the most specific accepted Service Document controls over a general Service Menu, website description, advertisement, or other marketing statement. General descriptions do not add services that are not expressly included in the accepted scope. This Agreement controls all other terms unless a later written amendment expressly states that it overrides this Agreement.

Recurring-Service Definitions

- **Initial Qualifying Cleaning** means the first cleaning used to establish eligibility for recurring Standard Cleaning. Based on the property's condition, it may be One-Time Standard Cleaning, Deep Cleaning, or another appropriate service identified in the accepted Service Documents.
- **Recurring Standard Cleaning** means Standard Cleaning performed at an approved recurring frequency after an Initial Qualifying Cleaning for an Approved Property.
- **Approved Property** means the property identified in the accepted Service Documents that DSS Cleaning determines can reasonably be maintained under its Standard Cleaning scope at the selected frequency.

Appliance-Service Definitions

- **Appliance exterior cleaning** means cleaning exposed external surfaces that are reasonably accessible without moving the appliance.
- **Appliance interior cleaning** means cleaning accessible interior surfaces and is included only when expressly listed in the accepted Service Documents.
- **Behind-and-under appliance cleaning** means cleaning reasonably accessible surfaces behind or beneath an appliance after the appliance has been moved by the Client or movement has been separately authorized and accepted in writing.

Interior appliance cleaning, behind-and-under cleaning, and appliance movement are separate services. They are not included merely because a service is described as Standard, Deep, Move-In, Move-Out, or similar unless the accepted Service Documents specifically include them.

2. SERVICE SCHEDULE AND ADVANCE BOOKING

Service frequency, date, arrival window, and estimated duration will be stated in the applicable Service Documents. DSS Cleaning requests at least forty-eight (48) hours' advance notice for new bookings. Requests made with less notice are subject to availability and are not guaranteed.

DSS Cleaning may adjust arrival times or reschedule service because of weather, emergencies, staff illness, unsafe conditions, access problems, or circumstances beyond its reasonable control. DSS Cleaning will provide notice as soon as reasonably practical.

3. PAYMENT TERMS AND RESERVATION DEPOSIT

The service fee, required deposit, add-ons, taxes, travel charges, and balance due will be shown in the applicable Service Documents. A reservation deposit equal to thirty percent (30%) of the quoted amount is required to reserve a one-time service unless DSS Cleaning states otherwise in writing. The deposit is applied to the total service fee. The remaining balance is due upon completion unless the accepted Service Documents state another due date.

An Initial Qualifying Cleaning is billed at the applicable one-time rate stated in the accepted Service Documents and may require the thirty percent (30%) reservation deposit. Recurring pricing does not apply to the initial appointment.

Except when DSS Cleaning cancels and cannot reasonably reschedule the appointment, the reservation deposit is non-refundable. Providing timely cancellation or rescheduling notice avoids additional cancellation charges but does not make the deposit refundable. DSS Cleaning may approve a deposit transfer or credit only in writing.

Late Payment Fee. Any invoice not paid within five (5) calendar days after its due date will incur a \$25.00 late fee plus interest at 1.5% per month (18% per annum), or the maximum amount permitted by applicable law, whichever is lower, until paid in full. DSS Cleaning reserves all lawful remedies for nonpayment.

4. RECURRING SERVICES, BILLING AUTHORIZATION, AND AUTOMATIC PAYMENT

4.1 Automatic Renewal and Enrollment

Services scheduled weekly, every two weeks, every three weeks, and every four weeks automatically continue at the selected frequency until properly terminated under Section 6.2. By enrolling, the Client expressly authorizes DSS Cleaning to store and charge the payment method on file for scheduled recurring services, applicable add-ons, mileage fees, approved Excessive Pet Hair Mitigation charges, taxes, and other charges permitted under this Agreement.

Charges may be processed automatically on or up to twenty-four (24) hours before each scheduled service unless otherwise stated in writing. The Client must maintain a valid payment method on file and may update it by providing written notice at least forty-eight (48) hours before the next scheduled service.

If a payment is declined, DSS Cleaning may suspend services until payment is resolved and may assess applicable late, returned-payment, or administrative fees. Repeated payment failures may result in immediate termination. Cancellation does not revoke authorization for charges already incurred or properly scheduled under the cancellation policy. This authorization remains effective until recurring services are properly terminated.

4.2 Recurring Standard Cleaning Eligibility and Pricing

Recurring Standard Cleaning is available only for an Approved Property that can reasonably be maintained under DSS Cleaning's Standard Cleaning scope. Recurring pricing begins after an Initial Qualifying Cleaning. The initial service may be billed as One-Time Standard Cleaning, Deep Cleaning, or another appropriate service based on the property's condition, buildup, excessive pet hair, requested work, and other relevant circumstances.

For qualifying homes up to approximately 1,500 square feet, recurring Standard Cleaning currently starts at \$165 weekly, \$175 every two weeks, \$185 every three weeks, or \$190 every four weeks per visit. Additional square footage above 1,500 square feet starts at \$0.08 per square foot per visit. Add-ons, travel, Excessive Pet Hair Mitigation, and additional labor are separate. The accepted Service Documents control the Client's final rate, scope, property, and frequency.

4.3 Recurring Price Changes

DSS Cleaning may change general recurring base rates by providing at least thirty (30) days' written notice before the new rate becomes effective. Continued scheduling or receipt of service after the effective date constitutes acceptance of the revised rate.

The thirty-day notice applies to general recurring base-rate changes. DSS Cleaning may reprice an affected visit or revise recurring eligibility when the Client changes the frequency, scope, or Approved Property; a visit is skipped, suspended, or interrupted; or the property's condition can no longer reasonably be maintained under the Standard Cleaning scope. DSS Cleaning will identify the revised price or required service before the affected service is performed or charged.

5. RETURNED PAYMENTS AND NSF FEES

If a check, electronic transfer, card payment, or other payment is returned or reversed for any reason, the Client agrees to pay an NSF or returned-payment fee of up to \$45.00, not exceeding the maximum amount permitted by South Carolina law. The original amount and all permitted fees must be paid within forty-eight (48) hours after notice.

DSS Cleaning may:

- Suspend or cancel services until all outstanding balances are paid;
- Require future payment by certified funds or an approved digital payment method; and
- Add unpaid amounts to an outstanding invoice and pursue lawful collection remedies.

Repeated returned payments may result in permanent termination of services.

6. CANCELLATIONS AND RESCHEDULING

6.1 One-Time or Non-Recurring Services

The Client must provide at least forty-eight (48) hours' notice to cancel or reschedule a one-time or non-recurring appointment. A cancellation or rescheduling request received with less than forty-eight (48) hours' notice may result in a cancellation charge of up to thirty percent (30%) of the quoted amount. Any retained reservation deposit will be applied toward that charge.

Failure to provide access at the scheduled time is treated as a same-day cancellation and may result in a cancellation charge equal to thirty percent (30%) of the quoted amount.

6.2 Recurring Services

Clients enrolled in recurring services must provide at least seven (7) calendar days' written notice to terminate the recurring program. Failure to provide proper termination notice may result in billing for the next scheduled service or forfeiture of any applicable deposit. Notice is effective when confirmed by DSS Cleaning.

A request to skip or reschedule a single recurring visit does not terminate enrollment and is subject to availability. A skipped, rescheduled, suspended, or interrupted visit may affect the next visit's rate or the property's recurring-service eligibility under Sections 4.2, 4.3, and 18.

7. CLIENT RESPONSIBILITIES

The Client agrees to:

- Provide safe, clear, and reasonable access to every area included in the accepted service scope;
- Remove or secure valuables, fragile items, documents, medications, weapons, and personal property that should not be handled;
- Secure pets and provide advance notice of any animals or safety instructions;
- Ensure working water and electricity are available throughout the service;
- Disclose maintenance issues, hazards, delicate surfaces, damaged items, and product sensitivities before service begins; and
- Provide any landlord checklist, lease cleaning requirements, or property-management instructions before the service is quoted and performed.

8. APPLIANCE MOVEMENT AUTHORIZATION

Appliance movement is performed only when expressly included in the accepted Service Documents and the Client accepts this authorization before service. DSS Cleaning may carefully shift an approved freestanding refrigerator, washer, or dryer solely to clean the reasonably accessible floor or surface immediately behind and beneath it.

DSS Cleaning will not disconnect or reconnect water, gas, electrical, drain, vent, or supply lines. DSS Cleaning will not move built-in, stacked, mounted, excessively heavy, damaged, unstable, tightly fitted, or otherwise unsafe appliances. When disconnection or specialized movement is required, the Client must arrange for a qualified professional before the cleaning appointment.

Before movement, the Client must:

- Empty the appliance when reasonably necessary and confirm that it is reasonably movable;
- Disclose existing leaks, prior damage, damaged flooring, weakened or aged connections, defective wheels, mechanical problems, and other known concerns; and
- Provide sufficient clearance and ensure that cords, hoses, vents, drains, and supply lines permit safe movement without disconnection.

DSS Cleaning may stop or refuse movement whenever its staff reasonably believes that movement could cause injury or property damage. If movement is refused or limited, DSS Cleaning will clean only the area that is safely accessible. To the extent permitted by law, DSS Cleaning is not responsible for pre-existing or concealed defects, weakened connections, existing leaks, mechanical failures, or damage resulting from undisclosed conditions. Nothing in this section waives responsibility for damage directly caused by DSS Cleaning's negligence.

9. LIGHT TIDYING

Light tidying means minor straightening of the cleaning area, such as arranging pillows and throws, placing a small number of loose items together, and moving objects when reasonably necessary to clean accessible surfaces. It does not include decluttering, sorting, organizing, washing dishes, laundry, making beds, disposing of personal belongings, or determining where personal items should be stored unless separately included in the accepted service scope. DSS Cleaning may leave items undisturbed when their proper location is unclear.

10. CLEANING RESULTS AND DIFFICULT-TO-REMOVE CONDITIONS

DSS Cleaning will use reasonable professional cleaning methods but cannot guarantee complete removal of grease, baked-on residue, hard-water deposits, soap scum, rust, grout discoloration, adhesive, paint, odors, or permanent, set-in, or previously treated stains. Some conditions may be permanent discoloration, wear, etching, material deterioration, or damage rather than removable soil.

DSS Cleaning may stop treatment when additional cleaning could damage a surface or material. Conditions requiring specialty chemicals, scraping, repeated treatment, restoration, remediation, or time beyond the accepted scope may require an additional service and revised price. Mold remediation, hazardous-material cleanup, pest remediation, and repair or restoration services are not included.

11. LIABILITY AND CLAIMS

DSS Cleaning will perform services in a professional manner consistent with reasonable industry standards. To the extent permitted by law, DSS Cleaning is not responsible for pre-existing damage or wear; ordinary deterioration; improperly secured, mounted, or installed items; concealed defects; or allergic reactions and sensitivities not disclosed before service.

All damage or liability claims must be reported in writing within twenty-four (24) hours after service completion and must identify the affected item or area. The Client must preserve the condition and provide DSS Cleaning a reasonable opportunity to inspect. To the maximum extent permitted by law, DSS Cleaning's total liability will not exceed the amount paid for the specific service giving rise to the claim. This limitation does not apply where prohibited by law.

12. PETS AND HOME ENVIRONMENT

- **Client responsibility:** The Client must secure all pets before and during service when necessary for the safety of the animals and DSS Cleaning staff. Pets may remain on the premises only when they do not interfere with cleaning or pose a risk.
- **Access and supervision:** DSS Cleaning is not responsible for supervising unattended pets. If a pet prevents access, the affected area will be omitted without adjustment to the agreed price.
- **Pet waste and odors:** Removal of pet urine, feces, litter-box waste, or specialized odor treatment is not included in standard cleaning.
- **Excessive Pet Hair Mitigation:** The presence of a dog, cat, or multiple pets does not automatically result in an additional charge. A \$35 Excessive Pet Hair Mitigation charge may apply when the Client requests the service or DSS Cleaning determines that excessive pet hair requires additional labor. The charge must be identified in the accepted Service Documents or otherwise approved before being added. The charge will not be counted twice when excessive pet hair is disclosed in more than one form field.
- **Advance notice:** The Client must disclose that pets will be present and provide relevant safety instructions, including gates, crates, or rooms to avoid.
- **Liability:** DSS Cleaning is not responsible for injury, escape, or stress reactions resulting from ordinary cleaning activity when the Client has not properly secured or disclosed the pet.

13. TRAVEL AND MILEAGE

DSS Cleaning provides services without an additional travel charge within a fifteen-mile (15-mile) radius of Charleston, South Carolina 29403. For locations beyond that area, a travel fee of \$0.60 per mile, calculated round trip from Charleston, South Carolina 29403 using the most direct reasonable driving route, will be added to the invoice.

14. PROPERTY SIZE AND RATE ADJUSTMENTS

Applicable Standard Cleaning and Deep Cleaning package starting prices apply to homes up to approximately 1,500 square feet unless the accepted Service Documents state otherwise. Additional square footage above 1,500 square feet starts at \$0.08 per square foot per visit. The accepted Service Documents control the Client's final rate, scope, property, and frequency. The Client acknowledges that square-footage and condition adjustments support fair pricing for labor, time, and materials.

15. SUPPLIES AND EQUIPMENT

DSS Cleaning provides standard equipment and cleaning supplies. Eco-friendly products are available upon advance request at no additional charge. If the Client requests a particular specialty product or supply, DSS Cleaning may approve its use at the Client's expense. The Client must disclose manufacturer instructions, known sensitivities, and surface restrictions. The Client assumes the risk of results attributable to a Client-selected product, except to the extent damage is caused by DSS Cleaning's negligent application.

16. SATISFACTION GUARANTEE

If the Client is dissatisfied with an area included in the accepted service scope, the Client must notify DSS Cleaning within twenty-four (24) hours after completion and provide reasonable access to inspect the concern. When appropriate, DSS Cleaning will schedule one complimentary re-cleaning of the affected area. Refunds are not issued after service has been performed.

The Satisfaction Guarantee does not apply to areas or services outside the accepted scope and does not guarantee restoration or complete removal of permanent, set-in, previously treated, or otherwise non-removable conditions described in Section 10.

17. SECURITY DEPOSITS AND LANDLORD CHARGES

DSS Cleaning does not guarantee the return of any rental or security deposit, in whole or in part. Security-deposit decisions are made solely by the landlord, property manager, or other responsible party and may be based on the lease, property condition, damage, normal wear, unpaid charges, repairs, maintenance, or services outside DSS Cleaning's accepted scope.

Move-out cleaning is limited to the services specifically listed in the accepted Service Documents. It is not a property inspection, damage assessment, restoration service, or certification that the property satisfies every lease or landlord requirement. The Client is responsible for providing any landlord checklist or move-out requirements before the service is quoted and performed. Items not included in the accepted scope remain the Client's responsibility.

Any cleaning concern involving an included service must be reported within the twenty-four-hour (24-hour) Satisfaction Guarantee period, and DSS Cleaning must be given a reasonable opportunity to inspect and, when applicable, re-clean the affected area. DSS Cleaning is not responsible for security-deposit deductions, landlord fees, third-party cleaning charges, or reimbursement demands resulting from decisions made after service. Payment of a landlord or third-party cleaning charge without first giving DSS Cleaning a reasonable opportunity to inspect the claimed deficiency does not create a right to reimbursement from DSS Cleaning.

18. REVERSION OF RECURRING SERVICE SCOPE

If recurring services are cancelled, suspended, skipped, or interrupted beyond the approved frequency, or if the property can no longer reasonably be maintained under the Standard Cleaning scope, DSS Cleaning is not responsible for maintaining the property beyond the last completed service. Before recurring pricing resumes, a future appointment may require another Initial Qualifying Cleaning - One-Time Standard Cleaning, Deep Cleaning, or another appropriate service - at the then-current one-time rate. Recurring pricing is based on consistent maintenance of an Approved Property.

19. TERMINATION

Either party may terminate this Agreement in writing subject to the cancellation and payment obligations in Sections 3, 4, and 6. Amounts already earned, incurred, or properly charged remain due after termination.

19.1 Immediate Suspension or Termination

DSS Cleaning may immediately suspend or terminate services without advance notice for nonpayment, repeated last-minute cancellations, abuse or harassment, unsafe or hostile conditions, misrepresentation of property conditions, illegal activity, or material violation of the Client Responsibilities.

20. ELECTRONIC ACCEPTANCE AND ENTIRE AGREEMENT

The Client accepts this Agreement by signing it, electronically checking an acceptance box, paying the reservation deposit, enrolling in recurring service, scheduling service after receiving the Agreement, or permitting DSS Cleaning to begin work. Electronic acceptance has the same effect as a handwritten signature to the extent permitted by law.

A Client enrolling in recurring service specifically acknowledges the Initial Qualifying Cleaning, the per-visit recurring rate, the selected service frequency, recurring billing and automatic payment, automatic renewal, the seven-calendar-day written termination requirement, the thirty-day notice for general recurring base-rate changes, and the immediate repricing and eligibility triggers described in Sections 4 and 18.

This Agreement and the accepted Service Documents constitute the entire agreement concerning the services. Any amendment must be in writing and accepted by both parties, including by electronic acceptance. If a provision is found unenforceable, the remaining provisions will continue to the extent permitted by law.

21. GOVERNING LAW AND DISPUTE RESOLUTION

This Agreement is governed by the laws of the State of South Carolina, without regard to its choice-of-law principles. The parties will first attempt to resolve a disagreement through good-faith negotiation. If negotiation does not resolve the dispute, the parties will attempt nonbinding mediation in Charleston County, South Carolina. If mediation is unsuccessful, the dispute will be resolved through binding arbitration in Charleston County, South Carolina, except that either party may bring an eligible claim in small-claims court or seek temporary or injunctive relief when permitted by law. Judgment on an arbitration award may be entered in a court with jurisdiction.

22. 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 DSS Cleaning's employees or subcontractors, subject to the limitations permitted by this Agreement and applicable law.

23. CONFIDENTIALITY

DSS Cleaning acknowledges that its employees or subcontractors may inadvertently encounter the Client's private or proprietary information while performing services. DSS Cleaning, its employees, and subcontractors will not disclose such confidential information for a purpose outside the service relationship unless authorized by the Client or required by law. This obligation continues after the Agreement ends.

24. NON-SOLICITATION OF PERSONNEL

The Client agrees not to solicit or hire DSS Cleaning employees or contractors during the Agreement term and for twelve (12) months after termination without DSS Cleaning's written consent. A breach of this section incurs a \$2,500.00 placement fee representing estimated recruitment and training costs.

25. CLIENT ACKNOWLEDGMENT

The Client confirms that the Client has read, understands, and accepts this Agreement and the applicable Service Documents. Completion of the fields below is optional when acceptance is recorded electronically.

Client name: _____

Date: _____

Signature: _____

Recurring frequency, if applicable:

Weekly / Every 2 Weeks / Every 3 Weeks / Every 4 Weeks