



plum

— TERMS & CONDITIONS —

Thank you for choosing Plum (Plum Pristine Clean LLC). The following Terms & Conditions are in place to set clear expectations, protect our employees, and ensure we can consistently provide safe, high-quality cleaning services. By scheduling with Plum, you agree to the policies outlined below.

Payment, Autopay & Fees

All recurring residential clients are required to have a card on file and are set up on **autopay**. After each cleaning is completed, the cleaner will mark the job as “completed,” which triggers the system to charge the card on file. A receipt will be emailed automatically.

For commercial clients not enrolled in autopay with a card on file, payment may be made by check or direct transfer with Net 15 terms.

Initial cleanings must be paid **one week in advance or upon receipt if within that period**. If additional time is required on the day of service, the client will be contacted for approval. If additional time is not approved, the cleaning will stop once the original estimate is reached.

A **6% sales tax** will be added, unless you are tax exempt. Late payments are subject to a **\$25 late fee per week** until the balance is paid. Plum reserves the right to adjust pricing with **30 days’ notice**.

Rescheduling, Cancellations & Lockouts

Because our schedules are planned carefully in advance, the following cancellation policy is enforced:

- **3+ business days’ notice:** No fee
- **Under 3 business days’ notice:** 60% of the visit
- **Under 2 business days’ notice:** 100% of the visit
- **Lockouts / no access:** 100% of the visit

Lockouts exceeding **15 minutes** may incur additional charges. If a cleaning must be canceled due to extended lockout, a **100% fee** will apply.

Excessive cancellations, even with proper notice, may result in the cancellation of future services at management’s discretion.

Monthly Clients — Please Reschedule, Don't Skip

When a monthly cleaning is skipped, it creates a longer gap between visits, which often leads to heavier buildup and additional time required to return the home to Plum standards.

For this reason:

- Monthly cleanings should be **rescheduled within the same month**, not skipped
- If rescheduling is not possible, a **\$55 skip fee** will be applied to the next visit

Extended gaps between services may require additional time or a new initial cleaning before recurring service can resume.

Arrival Times & Access

Arrival windows are estimated and not guaranteed due to traffic, weather, and prior appointments. If our team arrives and cannot access the property due to locked doors, incorrect entry information, malfunctioning entry methods, or client unavailability, the visit will be considered a lockout and charged accordingly.

Clients are strongly encouraged to have a **backup entry option** available. For example, if access is typically gained via a door code and the batteries fail, a hidden key should be available. Plum does not hold keys.

Insurance, Liability & Entry

Plum is fully insured and bonded.

Cleaners do not clean above a three-step ladder

Plum is not liable for normal wear and tear, improperly secured fixtures, undisclosed valuables, or damage not reported within 24 hours.

When liability applies, it is limited to the repair or replacement value of the item only. If Plum replaces an item, we require possession of the original damaged item at the time of exchange. This policy helps prevent future liability concerns and allows us to fully and properly resolve the matter.

If a client chooses to leave doors unlocked or keys in unsecured locations, the client assumes all liability for any issues occurring before or after the scheduled service time.

Property Conditions, Safety & Biohazards

For the safety of our team, Plum reserves the right to refuse or discontinue service in unsafe or unsanitary environments, including excessive biohazards, pest infestations, or aggressive animals.

Mild biohazards (such as clogged toilets or bodily fluids) will not be cleaned.

Extreme biohazard situations (including rodent or insect infestations or mold) may result in service refusal, and the full-service charge will apply.

Additional charges may apply for unforeseen conditions:

- Excessive cleanup: **\$82.50 per labor hour or refusal to clean**
- Biohazard cleanup: **\$165.00 per incident or refusal to clean**

Breakable & Sensitive Items

Clients must notify Plum in advance of any fragile, sentimental, high-value, or irreplaceable items they prefer we do not touch or clean around. Plum is not responsible for items that are unstable, improperly mounted, already damaged, or not disclosed.

Weather & Inclement Conditions

Plum closely monitors weather conditions to ensure the safety of our employees and clients. On rare occasions, scheduled cleanings may need to be delayed or canceled due to inclement weather, including but not limited to snow, ice, flooding, or hazardous road conditions.

Decisions regarding weather-related delays or cancellations are made by the office based on current and forecasted conditions. We will never jeopardize the safety and well-being of our staff. If a cleaning must be canceled due to weather, the visit will be rescheduled at the earliest available opportunity. Clients will be notified as soon as a decision is made.

Clients are responsible for ensuring safe access to the property on the day of service. Driveways, walkways, steps, and entry points must be **shoveled, sanded, and/or salted** so our team can safely access the home. If our cleaners are unable to safely access the property due to weather-related conditions, the visit may be treated as a lockout and charged according to our cancellation policy.

If you believe weather conditions at your property may prevent safe access, please notify the office as soon as possible.

Pets

We love our clients' pets. For safety reasons, unfriendly or anxious pets must be crated, secured in a specific area, or not present during the cleaning.

Cleaning technicians are not permitted to clean animal accidents, including urine, feces, vomit, hairballs, or similar waste.

For pets with a higher escape risk, management should be notified so this can be documented on the account.

Preparing for Your Cleaning

We are excited to care for your property and want to deliver the best results at each visit. To allow our team to work efficiently and thoroughly, we ask that:

- Surfaces are reasonably clear of loose items such as papers, toys, clothing, and personal belongings prior to our arrival.
 - Plum provides light straightening in the areas we clean. Excessive clutter may limit what can be completed within the scheduled time and may result in certain areas being cleaned around or skipped entirely.
- Dishes should be cleared from the sink so the kitchen can be properly cleaned.

- Trash bags must be available so all trash cans can be relined.
- **Each bathroom must have a toilet brush.** If a toilet brush (or refills) is not present at the time of service, the toilet bowl will be skipped during that visit.

Supplies & Equipment

Plum provides standard cleaning supplies, including all-purpose cleaner, glass cleaner, stainless steel cleaner, concentrates, rags, sponges, and duster heads. Plum cleaners bring a mop, broom, and vacuum. Clients are asked to have a vacuum available in case of equipment malfunction.

If a client requests the use of specific products, the client is responsible for purchasing them. Plum is not liable for damage caused by client-provided products. Requests to use client products must be noted in advance.

For health and safety reasons, Plum does not allow cleaning technicians to use bleach products.

Client Conduct Policy

Plum is committed to maintaining a professional, respectful, and safe environment for all employees. Clients are expected to always treat all team members with courtesy and respect.

Inappropriate behavior includes, but is not limited to:

- Verbal abuse, yelling, or demeaning language
- Threatening, intimidating, or harassing conduct
- Discriminatory remarks or actions
- Repeated disrespectful behavior after being asked to stop

If a client's behavior crosses this line, Plum reserves the right to immediately terminate service, including canceling current and future appointments. The safety, dignity, and well-being of our team will always take priority.

Business Hours & Communication

Plum operates during the following hours:

Office Hours: Monday–Friday | 7:00 AM–3:00 PM

Residential Cleaner Hours: Monday–Friday | 8:30 AM–5:30 PM

Commercial Cleaner Hours: Monday–Friday | 5:30 AM–7:30 PM

Our phone number is **(814) 264-3947** (call or text), and our email is **hello@plumpristineclean.com**

Appointment reminders are automated, and system generated using the cell phone number on file. Clients are welcome to call, text, or email at any time. Messages received outside of business hours will be returned the next business day. We are committed to clear communication and will not leave messages unanswered.

Quality Control & Service Feedback

- Clients may receive periodic surveys to provide feedback.

- Management performs random quality checks to ensure consistent service.
- Any concerns must be reported **within 24 hours** of service so they can be addressed promptly. When appropriate, Plum will return to re-clean areas of concern.
- **No refunds are issued.**

Training

Training may occur during scheduled cleanings and may involve additional staff and extended time.

Clients may opt out of training at their home by emailing hello@plumpristineclean.com understanding this may impact preferred cleaner availability.

Video/photo release

- I understand that the property may be photographed during the cleaning for quality assurance purposes.
- All photos taken will not have any identifying marks, personal or sensitive information.
- I understand that these photographs may be used in promoting Plum Pristine Clean LLC either in print or on the internet.
- I understand that there will be no payment for this release
- I understand that I can choose to deny authorizing the use of photography for promotion by emailing hello@plumpristineclean.com

Employee Solicitation

Clients agree not to solicit or hire Plum employees directly for cleaning services. Any violation will result in a **\$10,000 retraining fee**, charged to the card on file.

Referral Program

Clients may refer friends using their referral link found in the client portal. When a referral books and completes service, the referring client receives **\$50 off their next cleaning automatically**.

Tipping

Plum does not handle tipping. If you wish to tip your cleaner, please do so directly via cash, check, or payment apps.

Cleaner Review Bonus

If a cleaner goes above and beyond, clients are encouraged to leave a review on Google or Facebook and include the cleaner's name.

- **\$25 bonus** for first time reviews.
- **\$10 bonuses** for updated reviews.

If you're not comfortable, there's no requirement to participate. Just keep in mind that calls, emails, and texts do not qualify for the bonus, as this is one of our incentive programs.