



Quality Residential & Commercial Care.

Locally Owned & Operated Since 1989.

Thank you for choosing The Personal Touch Cleaning Inc as your professional home cleaning service. By becoming a client of The Personal Touch Cleaning, you are agreeing to the Terms and Conditions listed below.

1. The Personal Touch Cleaning will provide all cleaning equipment and supplies necessary to perform the agreed upon cleaning services, unless otherwise agreed upon by the client.
2. Cancellations and rescheduling can be done anytime prior to your next scheduled service either by calling our office (509-735-9052) or email at, personaltouchcleaning@msn.com.
3. A \$40.00 non-access fee will be charged if a cleaner is turned away from your home and you have not previously cancelled your cleaning. Not being able to gain access to your home due to a locked gate or not leaving a key etc. will also result in a \$40.00 non-access fee.
4. Please do not ask the cleaner at your home to tell the office of changes to your cleaning schedule. Also, our cleaners are not allowed to accept payment for cleaning services.
5. Cleaning services are billed the week following your cleaning. Invoices are due 30 days from the day of service.
6. Within 48 hours of receiving cleaning services, should you find anything unsatisfactory with the quality of work performed, please notify our office and we will schedule a redo of the noted areas / items at no additional charge or make an adjustment on your bill. If after 48 hours any problems are noted, please call our office so we may further assist you.
7. If anyone in your household is sick with a contagious illness, we **STRONGLY** encourage you to reschedule your cleaning . Our cleaners are not required by the office to clean when a person is home with a contagious illness.
8. In inclement weather if there are icy or snowy conditions and the cleaner cannot safely access your home through a garage or cleared sidewalk, they will not clean.

6855 W. Clearwater Suite. L * Kennewick WA. 99336

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