

OUR CLIENT

Engagement Agreement



TD FRESH IMPRESSION

CLIENT AGREEMENT FOR PROFESSIONAL CLEANING SERVICES

Client Name :

Service Address :

Phone Number :

Email :

Date of Agreement :

SCOPE OF SERVICES

TD Fresh Impression agrees to provide professional cleaning services as per the customized cleaning plan agreed upon during the consultation. The client acknowledges that all services provided will be performed according to the standards and limitations outlined in this agreement.

PRODUCT USAGE POLICY

TD Fresh Impression supplies all cleaning materials, including eco-friendly and professional-grade cleaning products. Please review our product list, which is available at www.tdfreshimpression.com.

Client Acknowledgment:

- ☐ I have reviewed and approve the use of TD Fresh Impression's Cleaning Products.
- ☐ I understand that TD Fresh Impression will use its professional cleaning products.
- ☐ I agree NOT to request the use of my cleaning products unless otherwise discussed and approved in writing.
- ☐ If I request the use of my cleaning products, I acknowledge that TD Fresh Impression is NOT responsible for any damage they cause.

DEPOSIT & PAYMENT TERMS

Booking Deposit: A \$50 deposit is required to confirm cleaning appointments. This deposit:

- It will be applied toward the final service cost.
- Booking deposit is non-refundable for cancellations within 24 hours of the appointment.

Payment Requirements:

- Payment is due on the day of service completion via Visa, MasterCard, Discover, American Express, Zelle, or Venmo.
- If a stored credit card is used, the charge will be processed on the same day as the service.
 - A \$25 fee will be applied for declined payments.
 - A \$25 fee will apply to late payments

Condition Adjustment Fees:

- If the property requires more extensive cleaning than what was assessed, a fee of \$100 per additional 60 minutes will apply.

CREDIT CARD STORAGE & LIABILITY WAIVER

For convenience, clients may choose to store their payment information within our third-party payment processing system, Jobber.

By choosing to store a credit card, the client acknowledges and agrees to the following:

- Jobber securely processes and stores credit card information—TD Fresh Impression employees do not have direct access to stored credit card details.
- TD Fresh Impression is not liable for any data breaches, unauthorized access, or security incidents that occur within Jobber's system.

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CREDIT CARD STORAGE & LIABILITY WAIVER

- The client releases TD Fresh Impression from any claims, damages, or losses resulting from unauthorized transactions, hacking incidents, or data leaks associated with Jobber.
- The client agrees to notify TD Fresh Impression immediately if they suspect any fraudulent activity related to their stored payment method.
- Credit card payments will be charged on the same day as service completion, and declined charges will result in a \$25 fee per incident.

Client Acknowledgment:

☐ I understand and accept the terms of storing my credit card within Jobber's system and release TD Fresh Impression from any liability in the event of a data breach or unauthorized access.

LIABILITY FOR FIXTURES & FURNITURE

TD Fresh Impression is not responsible for damage to the following:

- Faulty, unstable, or poorly installed furniture, fixtures, picture hangings, or appliance parts.
- Items that fall, break, or shift during cleaning due to their instability.
- Surfaces damaged by client-requested cleaning products.

Client Acknowledgment:

☐ I agree that TD Fresh Impression is not liable for pre-existing damage, unstable fixtures, or breakage caused by unstable furniture or décor.

HOME ACCESS POLICY

- Clients may provide keys, door codes, garage codes, or access instructions.
- Clients must ensure the entry method works on cleaning day.
- If cleaners cannot enter, the full cleaning fee will be charged.

Client Acknowledgment:

☐ I confirm that I will provide access to my property on cleaning days and understand the fees if my cleaner cannot enter.

NON EXCLUSIVE APPOINTMENTS

- If other service providers (e.g., movers, handymen, contractors) are present during cleaning:
- TD Fresh Impression is not responsible for securing the property.
- The company is not liable for any damages or theft that occur while multiple service providers are present.

Client Acknowledgment:

☐ I understand that TD Fresh Impression is not responsible for the security of my home during a non-exclusive appointment.

SERVICE EXCLUSIONS

TD Fresh Impression does not clean the following:

- Areas requiring ladders taller than 3 feet.
- Garages, attics, or unfinished basements.
- Biohazards, including blood, urine, vomit, and feces (human or pet).
- Heavy stains from wine, soot, adhesives, chemicals, or other hazardous materials.

Client Acknowledgment:

☐ I understand and accept the exclusions from TD Fresh Impression's cleaning services.

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CANCELLATION & RESCHEDULING POLICY

One-Time & Non-Recurring Services:

- 72+ Hours Before Appointment: The \$50 deposit is fully refundable if cancellation or rescheduling is requested at least three business days (72 hours) before the scheduled appointment.
- Within 72 Hours of Appointment: The \$50 deposit will be forfeited if the client cancels or reschedules within 72 hours of the appointment.
- Within 24 Hours of Appointment: The full cleaning fee will be charged for cancellations made within 24 hours of the appointment.
- Access Issues: If our cleaning professional cannot access the property at the scheduled time due to locked doors, incorrect codes, or other issues, the full cleaning fee will be charged.

Recurring Service Clients (Weekly, Bi-Weekly, Monthly Plans):

- Clients enrolled in a recurring service plan must provide 30 days' written notice via email to dyale@tdfreshimpression.com to cancel services.
- Any scheduled cleanings within the 30-day notice period will still be billed in full.
- Missed cleanings under a recurring service plan may require additional time and fees during the next appointment due to service buildup.
- If the client reschedules within 24 hours of a recurring appointment, a full cleaning fee for the original date will still apply, in addition to the new appointment charge.

Extreme Weather & Inoperable Conditions:

- If power outages, plumbing issues, or natural disasters prevent our team from completing a scheduled cleaning, clients are still responsible for the full cleaning fee unless the issue is due to severe weather conditions.
- If unsafe travel conditions exist due to inclement weather, TD Fresh Impression will work with the client to reschedule at the earliest available date without additional rescheduling fees.

Client Acknowledgment:

☐ I understand and agree to the cancellation policy, including non-refundable deposits, full fees for last-minute cancellations, and the 30-day written notice requirement for recurring service plans.

VIDEO DOCUMENTATION & POST-SERVICE SURVEY

At TD Fresh Impression, we prioritize quality assurance and client communication. To ensure the highest standards of service, we will take photos before and during the visit of any concerns and an after-video confirming the completion of your cleaning. Additionally, we will make detailed notes of any maintenance opportunities or important findings during our visit, keeping you informed of any observations that may need attention.

- Video Documentation is strictly for internal records and will not be used for promotional purposes. A copy of the video will be included with your final invoice for reference.
- We request a post-service survey within 72 hours of service completion. Your feedback helps us recognize top talent, refine our services, and ensure our team consistently meets your specific requests and expectations.

Client Acknowledgment

☐ I consent to video documentation of my service for quality assurance purposes.

☐ I agree to complete the post-service survey within 72 hours.

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TERMS & CONDITIONS ACKNOWLEDGMENT & AGREEMENT

Clients are required to review the TD Fresh Impression Terms and Conditions before engaging in services. The full Terms and Conditions can be accessed at: www.tdfreshimpression.com.

Acknowledgment & Agreement

By signing this agreement, the client acknowledges that they have read, understood, and agreed to all the policies and terms outlined by TD Fresh Impression. This includes, but is not limited to, service expectations, payment obligations, liability waivers, cancellation policies, and any applicable terms related to recurring services.

The client agrees to comply with the company's service procedures, provide necessary property access, and adhere to all payment and cancellation terms. Additionally, the client acknowledges that TD Fresh Impression is not liable for damages caused by pre-existing conditions, unstable fixtures, or the use of third-party payment processing systems.

This agreement serves as a binding contract between the client and TD Fresh Impression, ensuring clarity, transparency, and mutual understanding of the professional cleaning services provided.

By signing below, the client confirms their acceptance of all terms and authorizes TD Fresh Impression to proceed with the agreed-upon services.

☐ I acknowledge that I have read the Terms and Conditions located at www.tdfreshimpression.com and agree to all terms and conditions.

☐ I understand that any questions regarding the Terms and Conditions should be addressed before signing this agreement.

Client Signature

Client Name: (Print)

Client Signature:

Date:

Representative - TD Fresh Impression

Representative Name: (Print)

Representative Signature:

Date: