

WELCOME *Packet*



TD FRESH IMPRESSION

TD Fresh Impression is thrilled to begin this journey with you. Our commitment is to provide you with a refreshing, upscale cleaning experience tailored specifically to your home and lifestyle. At TD Fresh Impression, we believe that a well-cared-for space enhances well-being and peace of mind. From our initial consultation through every cleaning, our focus is on understanding your unique needs and delivering exceptional service. We're here to make your home not only look but feel remarkable. Welcome to a cleaner, fresher impression — designed just for you.

CLEANING SUPPLIES & MATERIALS

- **Supplies Provided:** For your convenience, TD Fresh Impression supplies all cleaning materials, with your fee covering the upkeep of our professional-grade cleaners, cloths, mops, buckets, brooms, and vacuums.
- **Eco-Friendly Products:** Our high-quality cleaning products are mostly environmentally friendly with low *VOC* to ensure a safer, healthier clean. For more details on the products we use, please visit our website. VOC = Volatile Organic Compounds
- **Using Your Supplies:** Should you prefer us to use your own vacuum or cleaning products, simply let us know. We kindly ask that any customer-provided vacuum or supplies be clean, in good working order, and ready for use. Please note that TD Fresh Impression does not cover the cost of client-supplied products or perform maintenance on customer equipment.

YOUR CLEANING DAY RESPONSIBILITIES

- **Clear the Space:** Please remove any clutter, toys, valuables, or potential hazards to ensure a safe and efficient cleaning environment for our team.
- **Minimize Distractions:** To provide the best quality service, it's essential that our cleaners can focus on the task at hand. Distractions can lead to oversights and may impact our ability to keep within the scheduled time.
- **Prepare the Area:** Please ensure that the space is in a similar condition to when we initially assessed and agreed upon your cleaning fee. This helps us maintain consistent quality and service.

NON-EXCLUSIVE APPOINTMENTS

- **Scheduling Other Service Providers:** If you plan to have other service personnel in your home during your cleaning appointment, please ensure this will not interfere with our scheduled time. Should rescheduling be necessary, please refer to our cancellation policy outlined in your Engagement Agreement and adjust within the specified grace period.
- **Non-Exclusive Appointments:** TD Fresh Impression is not responsible for securing your home when other service personnel are present at the same time as our cleaning appointment. We cannot assume responsibility or liability for any damage or theft occurring during non-exclusive appointments.

ACCESS TO YOUR PROPERTY

- **Key Security:** If you provide us with a key, rest assured that it will be kept secure and accessed only by your assigned cleaner for scheduled service appointments.
- **Alternative Entry Options:** If you prefer not to issue a key, options such as a hide-a-key, door code, garage code, or loaner key are available to ensure access on cleaning days.
- **Access Assurance:** To avoid a missed appointment charge, please ensure the entry method provided will give your cleaner access on the scheduled day.

*Our use of low-VOC (volatile organic compound) formulas significantly reduces indoor air pollutants, ensuring a safer, healthier environment for your home, family, and pets.

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CLIENT PREFERENCES AND DATABASE

- **Personalized Service Record:** To better serve you, we maintain a record of your preferences, special requests, and specific service details to ensure clear communication with our cleaners.
- **Service Notes:** Our notes include important information such as pet details, access instructions, cleaning priorities, items to avoid, and preferred cleaning products.
- **Notifying Us of Changes:** Temporary or permanent changes to your home environment can impact the time needed for cleaning. Please email us at support@tdfreshimpression.com with any updates—such as new pets, long-term guests, or upcoming construction. Please note that certain changes may result in additional fees.
- **Communicating Through Our Office:** While it may seem convenient to discuss adjustments directly with your cleaner, please direct all requests, cancellations, or service modifications through our office. Cleaners are not authorized to make changes to your service agreement or handle scheduling adjustments. Our office team can help with any service updates or concerns.

PAYMENTS & ADDITIONAL FEES

Appointment Deposit:

- A 25 % advance deposit of your total service cost is required at the time of booking to secure your appointment. This deposit will be credited toward your final balance upon completion of service. Cancellations or rescheduling requests made at least three business days prior to the scheduled appointment will receive a full refund of the deposit.

Payment Arrangements:

- Payment terms are outlined in your Engagement Agreement, which must be signed before service begins. Accepted payment methods include Visa, MasterCard, Discover, American Express, Apple Pay, Zelle, and Venmo. Your final invoice, reflecting any deposits and adjustments, will be provided upon completion of service.

Stored Credit Cards:

- Clients who choose to store a credit card on file will have that card charged on the day their service is completed. A \$25 fee will apply for each declined transaction.

Non-Sufficient Funds Charge:

- A \$35 fee will be assessed for any returned or failed payments.

Condition Adjustment Fee:

- If a property requires significantly more cleaning time than anticipated—due to an excessive level of dirt, grime, or clutter beyond what was agreed upon during the initial consultation—an additional fee of \$100 per 60 minutes will apply. This ensures we can allocate the resources needed to deliver a thorough, high-quality clean.

LAUNDRY SERVICES FOR SHORT-TERM RENTAL CLEANINGS

- As part of our short-term rental cleaning services, we include two loads of laundry to ensure your property is fresh and guest-ready.
- Should your rental require more than two loads, each additional load is \$30.
- We provide all detergents and fabric softeners for laundry completed on-site or off-site.
- In some cases, if laundry cannot be completed within the scheduled service time, we may need to take it off-site. Rest assured, your items will be handled with care and returned promptly.

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PET SAFETY & CLEANING POLICY

At TD Fresh Impression, we care about the safety and comfort of your pets and our cleaning team. To ensure a smooth and stress-free service, please review our pet policy:

- **Pet Safety During Appointments:** Please secure your pet(s) in a safe, comfortable area during your cleaning appointment. This will help protect your pets from stress caused by loud noises or unfamiliar visitors and ensure the safety of our team.
- If your pet is uncomfortable with strangers or loud equipment, we recommend making arrangements for them to be in a separate, quiet space.
- **Pet-Related Cleaning Policy:** Pet messes—including litter boxes, vomit, urine, and feces—are excluded from our cleaning services. They are the responsibility of the pet owner.
- Under no circumstances will we use our cleaning supplies to handle pet-related messes.
- If your pet is prone to accidents, we ask that you provide your own vacuum for those areas, since we cannot use our equipment for these cleanups.

À LA CARTE SERVICES

- We love going the extra mile for our clients! Whether it's changing beds, oven cleaning, or interior windows, we've got you covered.
- Explore our full range of à la carte services on our website to customize your cleaning experience.
- All one-time à la carte services must be booked in advance of your cleaning appointment to ensure we reserve adequate time and arrive fully equipped with the proper tools.

CUSTOMER SATISFACTION IS # 1

Customer satisfaction is our top priority. If you're not completely satisfied with your service, you must contact us within 24 hours at support@tdfreshimpression.com. Please include photos and/or a detailed list of any areas that need additional attention. We will promptly review your concerns and take the necessary steps to make it right.

- After 24 hours, assessing whether the problem was due to poor workmanship or daily living is difficult, so please contact us right away.
- Discounts for services will not be offered without the opportunity to make all necessary corrections. At our election, we may agree to send your cleaner back to correct any oversights free of charge.
- The assigned cleaner needs to demonstrate that they understand how to fully meet client needs and be given the opportunity to fix oversights. This not only promotes accountability but also helps refine future cleanings to ensure satisfaction.

DISCLAIMERS

Refer to your quote and our terms and conditions for complete details.

- **Client Responsibilities:** You are responsible for letting us know of any preferences, special requests, and unique conditions for your service location. Please provide these details on the client intake form or, if not known at the time of intake, as soon as reasonably possible.
- **Liability for Fixtures and Furniture:** TD Fresh Impression will not be liable for any damage to faulty or poorly installed furniture, fixtures, picture hangings, appliance parts, or other items that may break or fall during cleaning.
- **Client-Supplied Cleaning Products:** If you supply cleaning products that damage any surface, TD Fresh Impression is not responsible for any resulting damage.

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EXCLUSIONS

We do not provide cleaning services:

- At heights requiring a ladder taller than 3 feet
- In garages, attics, or unfinished basements
- Inside fireplaces or wood-burning stoves
- Vertical blinds or Venetian blinds
- In rooms under construction or being remodeled
- On permanent or stubborn stains (e.g., those in wood, granite, red wine, blood, soot)
- On uncommon spills (e.g., chemical cleaners, hazardous materials, wax, ashes, sawdust, glue, and glitter)
- On biohazard materials, including blood, fecal matter, urine, or vomit from pets or humans.

** For additional exclusions - Please see our full exclusion list from our initial consultation or on our website.

CANCELLATION POLICIES

Deposit Requirement:

- A 25 % deposit of your total service cost is required at the time of booking to secure your cleaning appointment. This deposit will be applied toward your service total but is non-refundable for cancellations within 72 hours of the scheduled start time (including weekends and holidays).

Cancellations & Rescheduling:

- Within 72 Hours: Deposit is forfeited.
- Within 24 Hours: A full cleaning fee applies.
- Rescheduling within 24 Hours: A full cleaning fee applies to the new appointment.

Access Issues:

- If our cleaner cannot access the property for any reason (excluding inclement weather), a full cleaning fee will be charged.

General Cancellation Guidelines:

Advance Notice:

- To avoid fees, please notify us at least two weeks in advance for planned cancellations (e.g., travel, guest stays, surgeries, contractor visits).

Revolving Service Plans:

- Missed recurring appointments will incur additional time and fees at your next scheduled cleaning to address any buildup.

Rescheduled Appointments:

- If your cleaning is rescheduled—by you or due to weather/holidays—your next visit will occur on its original assigned day, not the rescheduled date.

Weather & Inoperable Conditions:

- In the event of power outages, plumbing failures, or other unforeseen inoperable conditions on site, our fee remains in full unless the appointment is canceled due to inclement weather.

Service Agreement Termination:

- A 30-day written notice is required to cancel your Engagement Agreement. Appointments scheduled during this notice period will still be billed in full.

** If you have any questions or need to adjust your services, please contact us at info@tdfreshimpression.com.

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SERVICE NOTIFICATIONS & REMINDERS

At TD Fresh Impression, we make it easy to stay on top of your cleaning schedule with text notifications and email reminders to keep you informed.

How It Works:

- A 3-day reminder will be sent to ensure your upcoming service stays on your radar.
- A day-of reminder will notify you when our team is on their way to your home.

Before Photos and After Video Documentation: To ensure the highest quality of service, we take a before-photos of any areas of concern and an after video of each cleaning session. This video and any notes from our team will be attached as a link to your final invoice. Please note that this video is strictly for your reference and will not be used for marketing, advertising, or social media purposes.

Client approval for this video documentation is required during our initial consultation and through your engagement agreement.

Post-Service Survey Requirements:

- Following each service, a post-service survey will also be included with your before/after video. TD Fresh Impression requires you to complete a service review using the provided link within 72 hours of your completed service.
- This feedback allows us to continuously improve our services, retain top talent, and, when possible, assign the same cleaning crew to your home for future visits based on past experiences.
- Prefer fewer notifications? You can opt out of automated emails or texts at any time or choose the communication method that works best for you.

CODE OF ETHICS, NON-SOLICITATION AGREEMENT

Non-Solicitation Agreement:

- All TD Fresh Impression employees are required to sign a Non-Solicitation Agreement, which prohibits them from soliciting or accepting business from current or former clients while employed with TD Fresh Impression and for two years following the end of their employment.

Reporting Solicitation Attempts:

- If an employee approaches you with the intent to offer the same services privately or through another company, please report this activity to us immediately.

CONTACT INFORMATION AND BUSINESS HOURS

Office Hours:

- Our office is open from 8 AM to 6 PM, Monday through Friday. 9 AM - 1 PM, Saturday and Sunday.

Closed Days:

- We are closed on major holidays, including New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Black Friday, Christmas Eve after 2 PM, and Christmas Day.

Holiday Availability:

- We are open on most banking and school holidays.

After-Hours Communication:

- If you contact us after hours or on weekends, we will respond the next business day. For cancellation requests, please refer to your Engagement Agreement.

Contact Us:

- If you have any updates or questions, please email us at support@tdfreshimpression.com or call our office at (480) 536-3467.

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REFERRAL REWARDS PROGRAM

We love it when our clients share the TD Fresh Impression experience! Whether you're a current or former client or a guest who believes in our brand, you can earn exciting rewards for referring new customers to our cleaning services.

Here's How It Works for Existing Clients:

- If you refer a friend who signs up for a weekly or bi-weekly service plan, you'll receive a \$100 credit towards your next cleaning.
- For referrals who choose a monthly service plan, you'll receive a \$50 credit toward your next cleaning.

Reward Details:

- For you to receive your reward, the new customer must complete two months of service.
- Only one reward can be applied per cleaning.
- Rewards are applied as invoice discounts, and you'll be notified directly on your invoice when your credit has been applied.
- Referral credits can be built and applied to future services, including à la carte services.

Former Clients or other supporters of our local business who refer new clients:

We love rewarding those who support TD Fresh Impression! Whether you're a former client or simply want to support our local business, you can claim referral rewards for referring new clients to our services.

Who Qualifies as a Referral?

- Referral rewards apply to new clients who have never used our services before. Whether it's friends, family, or neighbors, we appreciate every introduction to our growing community!

Your Reward:

- For each successful referral, you'll receive a \$50 Visa gift card mailed via USPS once the new client has completed two months of service.

How to Claim Your Reward:

To ensure you receive your referral reward, please email us at dyale@tdfreshimpression.com with the following details:

- Your first and last name
- Your phone number
- Your mailing address (for the gift card)
- The name and address of the client you referred

**The referral service period will begin once we receive your email submission.*