

Getting Started

WELCOME TO TD FRESH IMPRESSION

WELCOME

Thank you for choosing TD Fresh Impression Cleaning Services — locally owned and female-owned in Gilbert, Arizona, licensed & insured, and serving Gilbert, Queen Creek, San Tan Valley, Mesa, and Chandler. I'm Dulia Yale, the owner, and I personally train every cleaner on our team. Every clean is performed by our own trained, background-checked W-2 employees, following our written checklists — the same standard on visit fifty as on visit one.

We use eco-friendly products, whenever possible. Office hours: Monday–Friday, 8:00 AM–6:00 PM; Saturday–Sunday, 9:00 AM–1:00 PM. Questions any time: **(480) 536-3467** · info@tdfreshimpression.com

HOW IT WORKS

- **Meet & greet consultation.** We walk your space together, listen to your priorities, and recommend the right clean — Classic, Signature, or Elite for homes, or a tailored plan for rentals and businesses.
- **Your customized quote.** You receive it the same business day by text or email. A one-time deep clean is often recommended first to bring everything up to standard.
- **Booking.** Once your quote is approved and your 25% deposit is placed, we schedule your first cleaning. The deposit is credited toward your final balance.
- **Your first clean & ongoing care.** We clean to your personalized checklist and save your preferences to your client profile. You'll receive a reminder before every visit, and notes after each cleaning. We supply all cleaning products and equipment.

We take before photos of any areas of concern and an after video of each cleaning for quality assurance; both are attached to your final invoice for your reference only — never used for marketing without your permission. After each service, a short survey link arrives with your invoice; please complete it within 72 hours so we can keep improving.

THE ONLY 8 QUESTIONS WE ASK

Answer these once, before your first clean — that's the only paperwork to get started.

1. **How do we get in?** (door code / key / garage / you'll be home)

2. **Alarm or gate instructions, if any?** _____

3. **Pets** — names, where they stay during the clean, anything we should know?

4. **Your top 3 priorities** — the rooms or details that matter most to you.

5. **Anything we should NOT touch or clean** (delicate items, rooms off-limits)?

6. **Product sensitivities or preferences** in your home?

7. **How do you prefer we reach you** — text, call, or email?

8. Where should cleaning supplies/linens of yours live, if we use any of them?

GOOD TO KNOW

Supplies & Products

We bring all products and supplies. If you'd prefer we use your own vacuum or products, just let us know — they should be clean, in good working order, and ready for use. Please tell us about any changes to your home (new pets, long-term guests, construction) by email; some changes may affect the time needed and your fee.

Your Cleaning Day

Please clear clutter, toys, and valuables so our team can work safely and efficiently, and keep the space in a similar condition to when your fee was assessed. Please direct all requests, cancellations, and schedule changes through our office — cleaners are not authorized to change your service agreement. If other service providers will be in the home during your appointment, TD Fresh Impression is not responsible for securing the property or for any damage or theft during non-exclusive appointments.

Access

Keys are kept secure and used only by your assigned cleaner for scheduled appointments. Hide-a-key, door code, garage code, or loaner key options are also available. Please make sure your entry method works on cleaning day — if we cannot access the property, the full cleaning fee applies.

Pets

Please secure pets in a safe, comfortable area during your appointment. Pet messes — including litter boxes, vomit, urine, and feces — are excluded from our services and remain the owner's responsibility; we never use our supplies or equipment for pet-mess cleanup.

What We Don't Do

For safety, we don't work at heights requiring a ladder taller than 3 feet, and we don't clean garages, attics, unfinished basements, inside fireplaces, or biohazard materials. The full list is in our Service Exclusions document.

Payments & Fees

Payment terms are outlined in your Engagement Agreement, signed before service begins. We accept Visa, MasterCard, Discover, American Express, Apple Pay, Zelle, and Venmo. If you store a card on file, it is charged on the day your service is completed; a \$25 fee applies to each declined transaction, and a \$35 fee applies to returned or failed payments. If a property needs significantly more time than assessed, a condition adjustment fee of \$100 per additional 60 minutes applies.

Satisfaction

Customer satisfaction is our top priority. If anything isn't right, contact us within 24 hours at info@tdfreshimpression.com with photos or a detailed list, and we will promptly review your concerns and make it right. Discounts are not offered without the opportunity to correct the work first.

Cancellations & Rescheduling

Your 25% deposit is credited toward your final balance. It is non-refundable for cancellations within 72 hours of the scheduled start time, and a full cleaning fee applies to cancellations or reschedules within 24 hours. For planned changes (travel, guests, contractors), please give us as much notice as possible — two weeks is ideal. Cancelling a recurring service plan requires 30 days' written notice; appointments within the notice period are billed in full.

Referral Rewards

Refer a friend who signs up for a weekly or bi-weekly plan and receive a \$100 credit toward your next cleaning; monthly plans earn a \$50 credit. The new client must complete two months of service; one credit applies per cleaning, and credits roll over to future services.

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