TD | FRESH IMPRESSION

Terms & Conditions

TD FRESH IMPRESSION

DEFINITIONS AND SCOPE OF AGREEMENT

This Engagement Agreement ("Agreement") is entered into between TD Fresh Impression ("Service Provider") and the individual or entity hiring services ("Client"). This Agreement outlines the terms under which TD Fresh Impression will provide cleaning and related services as detailed below.

SERVICE DETAILS

TD Fresh Impression offers upscale, eco-friendly* cleaning services tailored to individual client needs. Service types include routine cleanings, enhancement services (e.g., window cleaning, linen changes), and customized requests. Special requests must be communicated and agreed upon in advance. TD Fresh Impression reserves the right to adjust service availability based on location, season, or other factors. * The vast majority of our cleaning products are eco-friendly, except for a few that are necessary for specific cleaning tasks; please see our products list.

ACCESS TO PROPERTY

The client shall provide access to the property for the scheduled cleaning. However, access may be granted through various methods (i.e., via a securely held key or alternative entry options, such as a door code). To avoid missed appointment fees, the client is responsible for ensuring that the chosen entry method is accessible on the scheduled service day. Missed appointments due to access issues incur the full-service fee. TD Fresh Impression employees are instructed to keep all keys secure, and the keys will only be used for scheduled services. Upon request, TD Fresh Impression will provide an on-site lockbox for the duration of the service terms.

CLIENT RESPONSIBILITIES

Clients must ensure that service areas are prepared by removing excessive clutter, securing pets, and minimizing distractions for the cleaners. TD Fresh Impression is not liable for handling or cleaning pet-related messes, which remain the client's responsibility. If client-supplied equipment is requested, the client must ensure it is functional and safe for use.

SUPPLIES AND EQUIPMENT

TD Fresh Impression will supply mostly eco-friendly cleaning products and equipment (see equipment and cleaning product list). Clients may request the use of personal cleaning products, though TD Fresh Impression disclaims liability for any damages caused by these supplies. Maintenance or repairs on client-supplied equipment will not be performed by TD Fresh Impression.

PAYMENT TERMS

Accepted Payment Methods

Visa, MasterCard, Discover, American Express, ACH Payments, Zelle, and Apple Pay are accepted. Payments are due once service has been completed.

Fees

- A 25% deposit is required to book your appointment, which will be applied towards your remaining balance once the service is completed.
- A $25 fee will apply to any declined credit card payments.
- Excessive Cleaning Fee: Additional fees may apply if the condition of the home does not meet the agreed-upon standards during the initial walkthrough. This will be charged at a rate of $100 per hour.

CANCELLATION, RESCHEDULING, AND TERMINATION POLICIES

Advance Notice for Regular Cancellations

We require 72-hour notice for regular appointment cancellations to avoid disruption and maintain service quality. Special Circumstances: If you plan to travel, host guests, undergo surgery, or schedule contract work on a cleaning day, please inform us two weeks in advance to allow adjustments.

Short-Notice Cancellations

- Within 48 Hours of the Scheduled Service (including major holidays): The 25% deposit will be forfeited and applied towards a cancellation fee.
- Within 24 Hours of Scheduled Service: Cancellations made within 24 hours will incur the full cleaning fee.
- Inaccessible Service Location: If our cleaner cannot access your service location for any reason on the scheduled day, the full cleaning fee will be charged.

Rescheduling Policy

- Outside of 72 Hours: If you reschedule an appointment to a different day or time outside of 72 hours of the original service, no fees will be applied. You may use your deposit towards your next scheduled cleaning.
- Maintaining Consistent Scheduling: If an appointment is rescheduled due to a client request, inclement weather, or a holiday, the subsequent appointment will revert to your regularly assigned day and time.

Impact on Recurring Service Plan

If an appointment is canceled, additional cleaning time may be required at the next cleaning to restore the space to our standard. This additional time may incur a fee. TD Fresh Impression will communicate any additional time/fees before completing the service for the client's approval.

Cancellations Due to Weather or Inaccessible Conditions

If an on-site issue such as a power outage, emergency plumbing issue, or natural event occurs while our cleaner is on-site, TD Fresh Impression cannot guarantee a return visit or fee reduction.

Access Issues on Cleaning Day

If our cleaner is unable to access your property on the scheduled cleaning day for any reason (excluding inclement weather), the full cleaning fee will be charged.

Engagement Agreement Cancellation

- 30-Day Notice Requirement: A 30-day written notice is required to cancel your Engagement Agreement.
- Cancellations During Notice Period: If you cancel all appointments within the 30-day cancellation period, you will be billed for any appointments scheduled during this period.

LIABILITY AND DAMAGES

TD Fresh Impression is not liable for damages to faulty, poorly installed, or fragile items. Nor does liability extend to damage caused by client-provided products or equipment. Client agrees to release TD Fresh Impression from all liability and damages related to the services and products provided under this Agreement.

EXISTING BUILD-UP AND FINISH CONDITION — RESULTS MAY VARY

Existing, long-standing grease, residue and other build-up can penetrate, soften, stain, discolor, weaken and permanently alter paint, printed or coated finishes, and other surface finishes. It can also cause a finish that has already been compromised by that build-up to lift, peel or rub off when it is cleaned, even with mild, surface-appropriate products and methods, and even with products such as regular dish soap that are designed to cut grease.

TD Fresh Impression uses only surface-appropriate products and methods. Complete removal of all build-up, and complete restoration of staining, discoloration, wear or damage, cannot be guaranteed, because some surfaces may have permanent staining, discoloration, wear or damage that cannot be safely restored through cleaning.

TD Fresh Impression will discontinue a treatment if continued cleaning may reasonably risk damage to the underlying finish or material.

TD Fresh Impression is not liable for a finish, coating or surface that fails, lifts, peels or changes during cleaning where that failure results from pre-existing, long-standing build-up or a pre-existing compromised condition of that finish, coating or surface.

CUSTOMER SATISFACTION AND ISSUE RESOLUTION

Clients must report issues within 48 hours of service for resolution via email to info@tdfreshimpression.com. TD Fresh Impression will address areas of concern at no additional charge. No concessions will be considered without an opportunity to correct the issue first.

NON-SOLICITATION AGREEMENT

Clients agree not to solicit or engage TD Fresh Impression employees for independent services during or for two years following their employment with TD Fresh Impression. Violations should be reported to TD Fresh Impression immediately.

DISPUTE RESOLUTION

Client shall grant TD Fresh Impression an opportunity to redo a cleaning if there is dissatisfaction with a cleaning. If there is a dispute regarding the services or products provided under this Agreement, then the

parties agree to mediate the dispute. If mediation does not result in a settlement, then the parties agree to binding arbitration.

LIMITATION OF LIABILITY

Client acknowledges and agrees that TD Fresh Impression can only be held liable for the amount of the cleaning services provided under this Agreement that have resulted in a dispute. Client agrees that TD Fresh Impression is not liable for consequential, incidental, or other types of damages.

MISCELLANEOUS

This Agreement is governed by the laws of the state of Arizona. Any modifications to this Agreement must be in writing and agreed upon by both parties. By engaging TD Fresh Impression, the Client acknowledges understanding and agreeing to all terms herein.