

**ESTIMATE SHEET
&
CLEANING AGREEMENT**

**ELITE CLEANING OF WASHINGTON, INC.
Independently Owned and Operated**

325 Washington Street NE, PMB 405
Olympia, WA 98501
360-529-2277

Date: _____

Estimator Initials: _____

Customer Information/Name: _____

Address: _____

Home Phone: _____ Work Phone: _____ Cell Phone: _____ Email: _____

Marketing Source: ☐ Social Media ☐ Event: _____ ☐ Email ☐ Website ☐ Referral: _____ ☐ Other: _____

Dwelling: ☐ Residential ☐ Commercial ☐ RV/Boat ☐ Other: _____

☐ Foyer/Entryway ☐ Hallways ☐ Stairs ☐ Master Bathroom ☐ Bathrooms (Full) # _____ ☐ Mud Room
☐ Half-Bath/Powder Room ☐ Master Bedroom ☐ Bedrooms # _____ ☐ Large Walk-In Closet ☐ Bonus Room/Loft/Room Not Listed
☐ Breakfast Area ☐ Formal Dining Room ☐ Dining Room ☐ Living/Family Room ☐ Exercise Room ☐ Office/Study/Den
☐ Laundry/Utility Room ☐ Kitchen/Break Room ☐ Wet Bar/Mini Kitchen/Coffee Bar ☐ Landing/Sitting Room/Alcove
☐ Media Room/Theatre ☐ Sun Room/Veranda ☐ Windows per pane (# _____ panes) ☐ Sliding Glass Doors # _____ (per slider)
☐ Deck/Porch ☐ Garage ☐ Other: _____

SPECIAL INSTRUCTIONS, IF ANY:

Trash Location: _____

Pet(s)/Temperament/Location: _____

ACCESS INFORMATION:

☐ Key (Required to Waive Lock Out Fee) ☐ Client Lets Us In ☐ Code (Door/Garage/Alarm) _____ ☐ Door Unlocked

Credit Card Type: ☐ Visa ☐ MasterCard ☐ Debit ☐ American Express

Credit Card#: _____ Verification Code (on Back of Card): _____

Expiration Date: ____/20____ Name on Card: _____

Address for Credit Card: _____

PRICE QUOTES:

New Construction Clean \$ _____ Every #__ Weeks \$ _____
Commercial Clean \$ _____ per Clean Incidental Charges \$ _____
Deep/Move Clean \$ _____ Monthly Travel Fee \$ _____ (\$10-\$15 depending location)
List/Timed Clean \$ _____ Hours _____ Discount(s), if any: _____ \$ _____

TOTAL COST: \$ _____ **TOTAL COST FOR RECURRING:** \$ _____, per Clean, plus Monthly Travel Fee \$ _____

*12-Month Agreement is valid for 12 months from the date of your 1st cleaning: _____

Customer Signature

**Month-to-Month Agreement, with a 2-week Notice of Termination: _____

(**Pricing subject to change without notice)

Customer Signature

ELITE CLEANING OF WASHINGTON AGREEMENT AND POLICIES

SATISFACTION GUARANTEE: Elite Cleaning of Washington, Inc. guarantees all cleans. We are human, and we do make mistakes, so please call us within 24-48 hours of your clean if you are unhappy. If necessary, we will return the next available business day to correct the clean.

1. **WHO:** ELITE CLEANING OF WASHINGTON, Inc. herein referred to as "ECOW" is an independently owned and operated business. Our employees are fully bonded and insured and are identified by their ECOW Aprons and Name Tags.
2. **COMMUNICATION:** It is very important that you call our office (360-529-2277) if you have any questions or concerns about your cleaning service. We take great pride in our customer service, and we will make every reasonable effort to provide you with a highly professional cleaning experience.
3. **TEAM:** We try to send the same team to your property for each clean. However, we cannot guarantee it. Illness, vacation, etc. may result in a change of personnel. Our main priority is to clean your house with consistent quality on schedule.
4. **OFFICE HOURS:** Our office is open Monday through Friday 8:00AM to 5:00PM. Voice mail is available after hours or if line is busy.
5. **EQUIPMENT AND SUPPLIES:** We provide our own vacuums and cleaning supplies. If you prefer to supply a specific product for us to use, please let us know.
6. **QUALITY CONTROL:** Our quality control managers inspect our teams on a regular basis. They may enter your property after the team leaves. ECOW does these inspections to ensure the highest quality standards.
7. **ARRIVAL TIME:** Our teams generally clean properties between 9:00AM and 5:30PM. Occasionally, the team may need to stay past 5:30 PM to complete the job.
8. **KEYS:** Your property must be accessible to our teams. Most customers provide us with a key that is coded and locked in a key safe and only removed from the safe on the day of your clean.
9. **CLUTTER:** ECOW expects the customer to provide the cleaning team with a clutter free environment. If that environment does not exist, the team may not be able to fully complete your clean.
10. **SAFETY:** Insurance and safety issues prohibit our teams from moving heavy objects or from standing on furniture.
11. **SECURITY ALARMS:** If your property has a security system, please ensure that it is turned off on the day of your scheduled clean. You may also provide us with the code and steps necessary for us to turn off the alarm. We will reset the alarm when we leave. However, ECOW will not be responsible for alarms set off by our mistake.
12. **PETS:** If you have pets, please secure and pick up after them. For sanitary and safety reasons our teams are not permitted to clean flea infested properties or pick up animal excrement. We will also not clean if a team feels they are in danger from a dog or other animals.
13. **RESCHEDULING:** There may be times when weather makes it unsafe for us to travel and carry equipment and supplies to your property. Driveways and sidewalks must be cleared and accessible. Holidays and manpower may also necessitate a schedule change. Your understanding and cooperation in rescheduling is greatly appreciated.
14. **PAYMENT POLICY:** For invoiced Customers, billing is completed the first week of each month and covers all cleans taking place within that month. We are not asking you to prepay; we are asking you to settle your invoice on or before the last day of the month. There will be a \$30 late charge if payment is not received within 30 days of the last service date.
15. **RETURNED CHECK FEE:** A \$25 fee will be charged for any check returned by the bank.
16. **CANCELLATION FEE:** In the event that you cancel a clean within 24 hours and do not reschedule, you will be charged a \$25 cancellation fee.
17. **LOCKOUT FEE:** If the team is unable to enter your property due to customer's fault (double bolt locks, animals not contained, or if the team is turned away at the door of a regular scheduled clean) there will be a lockout fee assessed in the amount of ½ your regular clean price.
18. **SUSPENSION OF SERVICE:** If any of the fees listed above have not been paid, your service will be suspended until all fees have been paid in full. If service is suspended and you have not paid in full within 30 days we will consider you to have terminated service.
19. **COLLECTION FEES:** In addition to any amounts owed ECOW, you agree to be responsible for all reasonable collection and attorneys' fees we incur in seeking to bring your account current.
20. **NON-SOLICITATION OF EMPLOYEES:** Customer agrees to pay a penalty of \$3,500 should he/she engage current or former employees of ECOW for house cleaning duties for a period of 2 years past the date of the last cleaning by ECOW.