



[www.cutlerclean.com](http://www.cutlerclean.com)

Cutler Cleaning Specialists is a small, family-owned business providing customized and standard cleaning services. Our work goes beyond simple tidying—we aim to create peaceful, refreshed spaces where clients feel comfortable and cared for. Every project is handled with pride and personal attention to detail, ensuring consistent, high-quality results.

## What We Offer

Standard Cleaning, Deep Cleaning, Custom Projects, Organization, Car Detailing, Office Cleaning, Move-in/Move-out Cleaning, Childcare Assistance, Errand Running, Pet Sitting, and Pet Walking Services.

## Scheduling and Consultations

Consultations are free and available via phone, text, or video call at (904) 893-1644 or at [www.cutlerclean.com](http://www.cutlerclean.com). Consultations are required for accurate quotes based on visual assessment. Both client and cleaner must approve a written task list before work begins. Estimates include a maximum price cap for peace of mind. Actual cost may vary based on time and effort required.

## Cleaning Day

Arrival windows allow for delays or setup time (about 45–60 minutes). Start times begin after unloading and organizing supplies. Extra tasks can be added if time permits or scheduled separately. All start and finish times are logged for transparency.

## Client Expectations

Clients should clear surfaces before service begins. Extra time or added services must be approved beforehand. Prices are based on packages, not hourly rates, though extra time may incur a \$30/hour fee (with client consent). For safety and liability, all valuables, prescriptions, and weapons must be securely stored before cleaning begins.

## Payment Policies

Invoices are due within 5 days of receipt. No deposits or cancellation fees are typically required—communication is key. Payments are made via QuickBooks invoices (ACH, debit/credit, CashApp, PayPal, or Venmo). Alternate arrangements can be made if agreed upon in writing.

## Certifications and Licensing

Cutler Cleaning Specialists is bonded and insured with Hiscox Inc., registered as an LLC in Florida, and holds an active

business license. We're certified through the American House Cleaning Association, emphasizing chemical safety, equipment care, and professional standards.

### **Products and Feedback**

We carry most cleaning products and can accommodate client preferences, including use of client-supplied products. Our preferred brand is Meyer's. Clients are encouraged to contact us directly with feedback before posting online so we can resolve issues promptly. We reward reviews, referrals, and loyal recurring clients!

### **Acknowledgment**

I acknowledge that I have received, read, and agree to the Client Welcome Packet and Service Policies for Cutler Cleaning Specialists.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_