



## Cutler Cleaning Specialists

### Client Welcome Packet & Policy Sheet

#### Our Company and Services

Cutler Cleaning Specialists is a small and locally owned family business that offers standard and customized cleaning services. When you choose our cleaning service, you're not just getting a standard clean—you're inviting a level of quality and detail-oriented care that transforms your space into a warm, welcoming environment. We believe that a truly clean space isn't just about surface shine; it's about the peace of mind and comfort that comes from knowing every corner has been cared for with the same attention we'd give our own home. We pride ourselves on that extra touch—whether it's making sure the details sparkle or ensuring that your space feels like a place you're happy to come back to. In short, we're here to elevate your environment with a standard of care that turns a clean into a haven.

#### What We Offer

Standard Cleaning, Deep Cleaning, Custom Cleaning Projects, Organization Services, Car Detailing, Office Cleaning, Move-in/Move-out cleaning. Some of the unique services we also offer are: Childcare Assistance, Errand Running, Petsitting/ Pet-Walking Services.

#### Scheduling and Free Consultations

You may request or schedule a free consultation via phone call, text message, or video call to (904) 893-1644 OR on our website [www.cutlerclean.com](http://www.cutlerclean.com). The consultation is required to give a quote due to the necessity to visually see and measure what will be cleaned in order to determine the amount of time and effort the project may require. Both Cutler Cleaning and the Client must agree on and approve an itemized/detailed list (in writing) that lays out all cleaning

tasks that are requested and agreed upon. The price quoted is still a quote until the project is complete. The price can go down or up depending on the time it takes to complete your cleaning project. A maximum price cap will be listed on the estimate form so you have peace of mind knowing the cost will not exceed that set amount.

## **Cleaning Day**

Client will be provided a window of arrival to expect their cleaner. Once parked, it typically takes 45 minutes to an hour to unload supplies, bring them inside, and assemble equipment. Please keep this in mind when choosing appointment times. If the client wishes to add more services at the time of the appointment, cleaners will do their best to get it done, but may need to schedule another day to complete additional tasks.

## **Client Expectations**

1. Please remove items from surfaces or areas you want cleaned. We'd love to do this for you, but it limits time available for actual cleaning tasks.
2. Client must approve extra time or additional services before cleaners continue. If cleaning takes more than the maximum time, an hourly fee of \$30 applies going forward.
3. Please secure all valuables, prescriptions, and weapons in a place cleaners won't come into contact with them. For safety and liability purposes, this is mandatory. We will not be held liable for any damaged or misplaced valuables.

## **Payment Policies**

Payments are due within 5 days of the invoice being issued. We do not typically enforce deposits or cancellation fees, but communication is key—let us know if scheduling changes arise. We accept payments via QuickBooks invoices sent to your email (ACH, debit/credit card, CashApp, PayPal, or Venmo). Alternate methods may be accepted if discussed and approved in writing.

## **Certifications and Licensing**

Cutler Cleaning Specialists are bonded and insured with General Liability Insurance through Hiscox Inc. We are an LLC registered in the state of Florida and hold a valid business tax receipt. We are enrolled with the American House Cleaning Association and certified through its professional education program, covering cleaning safety, chemicals, surfaces, and client protection standards.

## **Products and Feedback**

We use high-quality products (our preference is Meyer's Cleaning Products). Clients may request specific products or provide their own. Feedback is always welcome—please reach out directly before posting online so we can resolve any concerns promptly. We offer rewards for reviews, referrals, and recurring clients!

## **Client Acknowledgment**

I acknowledge that I have received, read, and understand the Cutler Cleaning Specialists Client Welcome Packet & Policy Sheet.

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

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