

# A letter from the owner

As the owner of Shine Pro Cleaning LLC we developed this client reference to help explain our policies so our cleaning technicians can do their very best in cleaning and taking care of your home. We truly value you and thank you for giving us the opportunity to help with your cleaning needs! 100% satisfaction is always our goal!

Please don't hesitate to call or email if you need further clarification on any of our policies. If for any reason there is an issue or problem with your cleaning please let us know! We never want an issue to go unresolved! We are here to make your life just a little easier!

Thank you again for your confidence and for choosing us for your cleaning needs!

Sincerely,

*Christine Large*

Owner

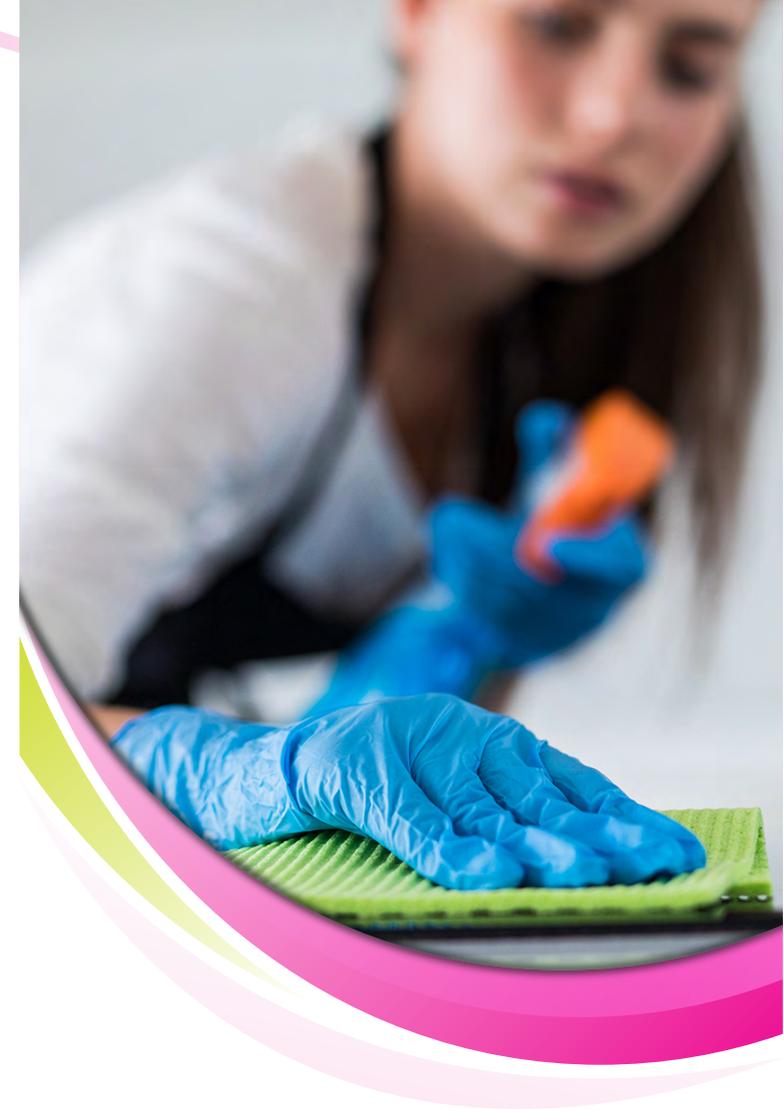


**Shine Pro Cleaning** is a proud partner of Cleaning For A Reason. We provide free house cleaning for anyone facing cancer. For more information on this amazing service please go to [Cleaningforareason.org](http://Cleaningforareason.org)



**Referral Program** - We LOVE referrals! If you are thrilled with our service and refer a friend or neighbor and they sign up for recurring service your next maintenance cleaning is **FREE!!**

-  [Shineprocleaning.com](http://Shineprocleaning.com)
-  [info@shineprocleaning.com](mailto:info@shineprocleaning.com)
-  410-708-5328



# Customer Guidelines



# What You Need To Know

**Getting ready for the cleaning** - Don't clean before we arrive, but please do pick up as much as possible. This will allow us to focus more time and detail on a quality cleaning for you.

**Lockouts** - If we are unable to access your home on the day of your cleaning due to no fault of our own, there will be a 50% fee charged.

**Cancellations/skips** - There will be a 50% fee charged if you cancel or skip your cleaning with less than 24 hours notice.

**The environment** - Ideally when the cleaning technicians are in your home we find the best results are generally when there is no one there and the distractions are few. We know that this is not always possible so if able, please schedule your cleaning when as few people as possible are home.

**Pets** - We LOVE them! But please secure any pets that might be dangerous and a threat to your cleaning tech. We do not clean up pet waste.

**Tipping** - We do not require tips for our technicians but they are greatly appreciated!! Most clients tip 5-15% to show appreciation for their hard work. We can also accept tips by credit card when paying your invoice if you notify us.

**Payments** - We request that a credit card is on file and saved for auto pay as it just makes life easier. It's one less thing that you have to worry about and remember!

**Rate increases** - We do our best to limit rate increases but as we are all aware, prices and costs for everything goes up over time. We will always give you advance notice when we have to have a rate increase.

**Quality control** - Our quality control program is dependent on your feedback! We need your input so that we can promptly address any problems that may arise! Our goal is always 100% satisfaction! We try our best to not make any mistakes or miss any items, but we are all human and mistakes will be made. Our promise to you is that we will address any possible concerns and that our employees take great pride in what they do and they want you to see the work that they do and say WOW!

**Wood floors** - We do not move furniture due to the risk of floor damage and it is your responsibility to have furniture on floor protector pads.

**Breakage** - Our cleaning techs take great care to be as gentle with your items as possible but there are rare occasions when something will be accidentally broken.

We ask that you, please remove or request skipped any valuable items that you are fearful could be broken, and secure any loosely hanging items that might easily fall. We do not clean inside curio cabinets that display valuable knick knacks or china, unless empty. If an item is broken please let us know asap as well as provide any pictures and we will pay up to \$100 towards the broken item when a value can be confirmed.

**Non-solicitation** - Our employees are our greatest asset and investment. We invest a lot of time, effort, and money in finding, hiring, and training the best staff for you. We do not allow poaching. Our employees also sign an agreement that they will not do any work for any client outside of Shine Pro Cleaning LLC and if they are hired outside of our cleaning service there will be a \$2500 finders fee assessed.

