



# ALL Over Clean

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Seasons Greetings and Happy New Year to Everyone!

I would personally like to thank all of you who have had the All Over Clean experience. In the last 6 months we have grown to a new level and as some of you have already received a new schedule for 2020 or you will shortly.

**I would like to also like to update everyone on our payment terms and methods.**

**All invoices are due within 14 days from the date of service.**

1. **[ACH]** The primary method of payment should be AUTO -PAY via ACH debited from your checking account
    - (a voided Check and Signed Authorization must be on file)
    - Charges apply 14 days from the date of service.
  2. **[CHECK]** Alternative payment method, Mailed Check. Checks must be received within 14 days from the date of service.
  3. **[CREDIT CARD]** Payment can me made online directly by clicking the invoice link in the email.
    - A service processing fee of 3.50 per transaction will apply.
    - You may also use this method for auto-pay with a signed authorization document.
  4. **[CASH]** For security reasons we are no longer accepting cash upon service completion.
    - **Gratuity**, may be paid directly to your cleaning team if you wish to thank them for an outstanding job.
  5. **Late Fees:** although we have never had to enforce this policy, we would like to advise everyone that if your account becomes more than 20 days delinquent a late fee of \$15.00 will be added to your next invoice.
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## Cancelations and Reschedules:

We run a very tight schedule to ensure quality of service and efficiency of time. That being said we will work with you on setting a regular schedule to ensure that we meet all of your expectations and to streamline our service routes. This process has been designed to keep costs down and customers happy.

- If you must reschedule, we understand that things do come up. We will do our best to work with you on your request for a reschedule.
- If you need to reschedule, we would greatly appreciate a 48-hour notice if possible, to allow our admin team to re-work the routes and schedules.
- Turn Downs, If the cleaning team is on location and due to circumstances beyond their control / asked to not perform services / or if access is denied due to locked gates or doors the full-service charge will apply  
*(If the customer did not make contact prior to the cleaning teams' arrival)*

## Out of Scope or Hazardous work:

Unless you subscribe to one of our custom service plans that include extra services such as laundry, dishes, or area organization; there will be an additional charge if you request these services rendered.

If there is an abundance of debris / clothes / objects that would hinder a timely cleaning process the cleaning team will advise you that it will need to be address while they continue to clean other areas of the property. You may elect to allow your cleaning team to skip the affected area however, that will not change your contracted cleaning rate.



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## Discounts, Coupons and Referrals:

We value our clients and we want to give back

Here are the top 3 ways to get in on the discounted action!

### 1. One Time Discounts:

- You may receive a one-time discount on your whole home cleaning service with an authorized coupon or coupon code. (must subscribe to monthly service and cleaning must be a minimum of \$135.00)

### 2. Coupons:

- The current coupons that are in effect for FY20 is our Face Book Promotion. (\$10.00 coupons and \$15.00 coupons available.)
- To receive a coupon on your next invoice you must meet the following requirements.
  - A. Like us on Facebook.
  - B. Write an HONEST review on how we are doing.
  - C. Share our page on your personal page.
  - D. That's it! We will see your review and we will send your coupon via US Mail within 30 days.

### 3. Referrals:

- You may receive an unlimited number of discounts on your services by getting referral credits. To do this you must refer a new customer to our services and they must accept a monthly cleaning service plan. (\$20.00 discount will be applied to your next invoice)