

MESS RESET CLEANING COMPANY LLC

Service Agreement & Terms of Service

By booking a cleaning with Mess Reset Cleaning Company LLC ("Mess Reset," "we," "us," "our"), you ("Client," "you") agree to the terms below.

1. Services

Mess Reset provides residential cleaning services as described and priced on our website and price sheet. The specific tasks included in each service — Standard Clean, Deep Clean, Move-In/Move-Out, and Airbnb Turnover — are published on our website. Tasks not listed as included are not performed. We reserve the right to decline, pause, or stop any job that is unsafe, misrepresented at booking, or outside our published scope.

2. Booking, Pricing & Payment

- Prices are flat-rate as published at the time of booking. The price shown at booking is the price you pay, unless the home's actual condition materially differs from what was described (see Section 3).
- A valid credit or debit card is required to book. Your card is stored securely with our payment processor (Stripe). Mess Reset does not store full card numbers.
- **Your card is charged AFTER the cleaning is completed — not at the time of booking.**
- By booking, you authorize Mess Reset to charge your card on file for the service, any add-ons you select, and any fees described in this agreement (late-cancellation and lockout fees).

3. Home Condition & Price Adjustments

- Pricing assumes a home in ordinary, maintainable condition. If, on arrival, the home requires significantly more time or effort than a typical clean of its size — for example excessive clutter, heavy buildup, or hazardous conditions — we will contact you before proceeding. We will not add charges without your approval.
- For Move-In/Move-Out cleans, the home should be empty or nearly empty. We cannot clean inside cabinets, closets, or areas that remain full or blocked by furniture.

4. Access & Scheduling

- You agree to provide safe, reliable access to the home at the scheduled time — a key, entry code, or someone to let us in. We text before arrival and again when the clean is complete.
- **If we arrive at the scheduled time and cannot access the home, a \$50 lockout fee applies, charged to the card on file.**

5. Cancellations & Rescheduling

- **You may cancel or reschedule with at least 48 hours' notice at no charge.**
- **Cancellations or reschedules with less than 48 hours' notice are subject to a \$25 fee, charged to the card on file.**
- Recurring clients may skip or pause visits with 48 hours' notice. There is no contract and no penalty for stopping recurring service.

6. Satisfaction & Re-Clean Policy

If you are not satisfied with the cleaning, notify us within 24 hours of completion. We will return and re-clean the areas in question at no additional charge. This re-clean is our sole remedy; we do not offer cash refunds for completed work.

7. What We Do Not Do

For safety and liability reasons, we do not: clean exterior windows above the ground floor; use ladders over six feet; move furniture or items over 50 lbs; handle pet waste, litter boxes, or bodily fluids; remediate biohazards or mold; shampoo carpets or clean upholstery; perform post-construction cleanup; or clean the insides of curio cabinets and china hutches. A complete list of exclusions is published on our website and forms part of this agreement.

8. Pets

Pets are welcome at no extra charge. You agree to disclose pets at booking and to secure any animal that may be anxious, aggressive, or at risk of escaping. Mess Reset is not responsible for pets that escape due to conditions outside our reasonable control.

9. Liability & Property Damage

- Mess Reset carries general liability insurance. If we cause damage to your property during a cleaning, notify us within 48 hours of completion and we will address it in good faith, through our insurance where applicable.
- We are not liable for: pre-existing damage; wear or breakage from ordinary cleaning of aged, delicate, antique, or improperly installed/secured items; items not secured or not disclosed to us; or damage arising from conditions we were not informed of.
- **Our total liability for any claim arising from our services is limited to [the total cost of the cleaning giving rise to the claim / an amount to be set by attorney].**

10. Photographs

We may take before-and-after photographs of our work for quality assurance and marketing. Photographs will not identify your name or address. You may opt out by notifying us in writing before the cleaning.

11. Non-Solicitation of Cleaners

You agree not to directly hire or solicit any Mess Reset cleaner for private cleaning services outside of Mess Reset during your time as a client and for [X] months afterward.

12. Governing Law & Disputes

This agreement is governed by the laws of the State of Texas.

Questions about these terms? Call or text (512) 643-4688 or email hello@messreset.com.