



CNP SERVICE AGREEMENT

KEYS AND ACCESS CODES

This applies to all CNP customers that release a key or access code to CNP in order to gain access for a scheduled cleaning appointment. In the event a customer decides to terminate service, CNP will comply by returning the key and erasing any access codes and or alarm codes within 24 hours of recall. All customer keys are stored in a safe, all access codes are stored on a secure server and labeled under a numeric code. Numeric codes are changed periodically. The only members of CNP that have access to the keys and codes are management personnel. Your cleaning team supervisor will have access only on the day of your service. At no time will CNP make any duplicates of your key. All keys are monitored when checked out and in. In the event that a key is not returned by the end of the business day we will immediately contact the customer. The customer has the option of changing all existing locks which the lost key accesses. This is done at no cost to the customer, and in most cases performed within 24hrs. CNP is not responsible for any keys or access codes left onsite (i.e. a key left under a doormat or hidden location) nor for any resulting laps in security or ensuing losses.

PAYMENTS

All CNP customers must provide a credit card prior to entering in business. All cleans are billed within 24 hours of the service being rendered. In the event we can't process your invoice with your payment information, we will email you a payment link within 24 hours of your service. All invoices must be paid within 7 business days. You may terminate your service by calling 214-887-3415 or by emailing us at scheduling@cleannpristine.com

CANCELLATIONS

Any cancellation of service received no less than 1 business day before said service is free of any penalties. Any scheduled service cancelled in less than 1 business day of their prearranged service date are subject to **\$80 cancellation fee**. CNP will email all customers 2 business days in advance as a reminder of your upcoming appointment. You may always cancel service clean by calling 214-887-3415 or by emailing us at scheduling@cleannpristine.com

ACCIDENTS AND LIABILITY REPORTING AND PREVENTION

In the event of damage due to or resulting from defects or deficiencies in CNP supplies or service performed, CNP assumes liability for the fiscal loss incurred by a customer due to our negligence. Liability is determined by a manager assessing the negligence of any CNP personnel authorized to be on the property. CNP has an **Accident and Liability Reporting and Prevention** policy which addresses the issue of honesty in the workplace. CNP understands that even with preventive training the risk to property damage can be minimized but not completely eliminated but we can stamp out the temptation



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ACCIDENTS AND LIABILITY REPORTING AND PREVENTION continued...

to be dishonest about our responsibility to causing the incident. CNP pledges to our customers that we safeguard your property while also pledging to our staff that they are not held financially responsible for the reimbursement as long as they report the incident and explain how it occurred. This aids in our preventive training while creating an environment where employees have no motivation to conceal out of fear of reprisal. In the event an incident occurs your cleaning team will leave behind an incident report and alert the office. You may expect an email from management to begin the process of reimbursement. Any CNP staff member is found to be knowingly concealing damage they caused or knowledge of damaged caused by another will find their employment terminated immediately.

EMPLOYMENT AND TRAINING

CNP is an insured company. But we take further steps to ensure the security and protection of our customer's properties. All CNP employees are required to pass a 5 day training course prior to being assigned to their team. All CNP trainees are assigned a mentor team and train under direct supervisor at all times. All CNP trainees undergo an employment and criminal background review before being hired. All CNP trainees undergo a 30 day probationary period prior to being assigned to a permanent team. CNP cleaning teams are formed with 2 members with both sharing in the responsibility of your cleaning. We assign the same team for the same accounts. CNP aim to always send the same team to the same properties on each visit. Any staff changes that occur to your cleaning team CNP will notify you prior to your service date.

SERVICE GRIEVANCE AND RETURN VISITS

CNP promotes open communication between our staff and our customers. Our goal is to offer a quality service designed to provide you with the service that best fits your needs. As your needs change it's important to have open dialogue in order for us to adjust so to better serve you. In the event you are unsatisfied with our performance we pledge to return at no cost to correct what was not completed properly. Once reported all return visits will be scheduled the following business day or as soon as our schedule can permit. Grievances must be reported no later than the following business day to ensure we promptly resolve the issue. This is a great training asset for the continual training of the staff. All grievances reported after 1 business day will be documented in our files to be addressed on your next visit. Any grievances issued after 1 business day will forfeited a return visit at no cost.

PREPARING YOUR HOME FOR OUR ARRIVAL

Floors, countertops, and tops of furniture should be free of clutter. Kitchen sinks and surrounding areas should be free of dirty dishes and clutter. If you need us to change your bedding, please leave your bedsheets on the beds that need changing. Pets should be placed in a safe area to ensure the safety of your pet and our staff.



CNP OWNER AND STAFF PLEDGE

CNP pledges to eliminate and or alleviate your cleaning burdens.

CNP pledges to provide a service that is uniquely designed to make your life better.

CNP pledges to follow the core principles that have set us apart from our competition. Our core principals are to service your home while being;

POSITIVE

HELPFUL

HONEST

COMMITTED

“CNP GUARANTEE”

Nothing improves mom’s mood better than finding her home clean and put back together. If we fail, we will not fuss and our return visit will be on us.