

TOP CLEANING SOLUTIONS

Terms & Conditions

DRAFT FOR APPROVAL | Effective date: To be set upon approval
346-326-2867 | info@topcleaning-solutions.com | www.topcleaning-solutions.com

These terms are intended for residential and commercial cleaning engagements and should be read together with each approved quote or written service agreement.

1. Agreement and Services

These Terms & Conditions ("Terms") apply to cleaning services supplied by Top Cleaning Solutions ("Company," "we," "us") to the person or organization purchasing the services ("Customer," "you"). The approved written quote, service description, schedule, and any written change order, together with these Terms, form the service agreement. If a separately signed agreement expressly conflicts with these Terms, that signed agreement controls for the conflicting provision. We provide only the tasks and areas described in the approved scope of work. Frequency and estimated duration may vary with actual conditions.

2. Estimates, Scope Changes, and Additional Work

Quotes are based on information available when prepared, including property size, current condition, access, frequency, and requested tasks. Unless otherwise stated, a quote is not a guarantee that every stain or condition can be removed. If site conditions materially differ, we will discuss any change in price or scope and obtain your approval before doing additional billable work. Requested extras, special projects, post-construction work, and tasks outside the approved scope require a separate price and authorization. We may decline work that cannot safely or reasonably be performed.

3. Standard Exclusions

Unless specifically included in the approved quote, services do not include washing dishes; cleaning inside refrigerators, ovens, or dishwashers; cleaning garages or exterior windows; moving refrigerators or large/heavy furniture; lifting or relocating heavy or fragile objects; organizing or removing excessive clutter; specialty stain removal from baseboards or other surfaces; or work requiring specialized equipment or permits. Trash removal is excluded unless expressly included in the service description. We do not undertake biohazard, hazardous-material, pest infestation, hoarding, or extensive mold remediation. These items may require separate specialized providers. If an exclusion is included expressly in a quote, that quote controls.

4. Customer Preparation, Access, and Safety

Please provide safe, timely access to the premises; working water and electricity; reasonable lighting and ventilation; and a clutter-free work area. Secure pets and valuables, including cash, jewelry, sensitive papers, medications, weapons, and breakables. Disclose known hazards, damaged items, unsecured fixtures, delicate finishes, unsealed natural stone, and unusual surface-care requirements before service. We may postpone, modify, or stop work if conditions create a health, safety, or property risk. If we cannot access the property at the scheduled time, we will contact you to discuss available options and any fee disclosed and agreed to in advance.

5. Surface Conditions and Cleaning Results

Cleaning may be limited by age, wear, prior repairs, material composition, improper installation, existing damage, hard-water deposits, rust, mildew, mineral buildup, discoloration, or inadequate maintenance. We cannot guarantee complete removal of every stain, odor, deposit, or mark. Tell us beforehand about surfaces needing manufacturer-specific products or methods. We do not assume that every stone or specialty surface has been sealed. We will use reasonable care and follow suitable instructions provided in advance when practical.

6. Fixtures, Furniture, and Property Care

We generally do not move large furniture or heavy appliances. Customers may move these items before arrival if they wish accessible areas cleaned. Loose, deteriorated, improperly installed, or previously damaged fixtures and furnishings may be vulnerable during ordinary cleaning. We will exercise reasonable care, report observed issues, and address responsibility based on the facts and applicable law. Nothing in these Terms releases the Company from liability that cannot legally be excluded, including responsibility for our own proven negligence where applicable.

7. Scheduling, Rescheduling, and Cancellation

Appointment dates and arrival windows are confirmed through our scheduling communications. Please request changes as early as possible. We will try to accommodate rescheduling, subject to availability; the prior time slot cannot be guaranteed. Any cancellation, lockout, or same-day rescheduling fee must be specifically disclosed to you in the quote, scheduling confirmation, or separate written policy and accepted before it is charged. No automatic cancellation fee or minimum notice period is imposed by this general version of the Terms. We may need to reschedule due to staffing, weather, emergencies, unsafe conditions, or circumstances outside reasonable control and will notify you as soon as practicable.

8. Prices, Payment, and Taxes

Unless the written quote or invoice expressly states a different due date, payment is due upon completion of each cleaning service. We may accept approved card payments through a secure client payment portal, Zelle, cash, or check, subject to the payment choices communicated on the invoice. Zelle payments may be directed to info@topcleaning-solutions.com only after verifying the payment instructions with us. Applicable sales or other taxes will be added and collected as required by law, unless lawfully exempt and supported by proper documentation. We do not impose an automatic payment-card surcharge under these Terms. Any discounts or payment terms must be disclosed clearly in advance. Returned checks, late fees, deposits, and recurring card charges apply only if separately disclosed and expressly authorized as permitted by law. We do not require customers to leave cash or checks unattended.

9. Payment Credentials and Recurring Services

If a customer elects to save a card or authorize recurring charges, the scope, amount or method of calculating charges, frequency, timing, and cancellation method must be clearly disclosed and separately authorized through an appropriate payment workflow. Approval of this general agreement alone does not authorize open-ended recurring charges. Customers may request cancellation of future recurring service visits subject to any separately agreed written commitments, and remain responsible for work already performed.

10. Service Quality and Resolution of Concerns

Your satisfaction is important to us. If any portion of the work does not reasonably match the approved scope, please notify us promptly, preferably within 24 hours of service, by phone or email, and describe the concern. Photos may help us assess it. We will review the issue in good faith and, when appropriate, offer a reasonable opportunity to inspect and correct incomplete work. Reporting within 24 hours helps us investigate but does not eliminate any rights or remedies available under applicable law. Additional work outside the original scope may be separately quoted.

11. Damage or Loss Reports

Please report suspected damage or loss as soon as reasonably practicable, with a description and any available photographs or supporting information. We will investigate and communicate next steps. Responsibility for loss or damage will be determined on the evidence and applicable law, including whether it resulted from negligent cleaning, a pre-existing condition, improper installation, customer instructions, or another cause. We do not promise reimbursement of every claimed loss and do not seek to waive non-waivable legal protections. Nothing here imposes a shorter period to bring legal claims than applicable law permits.

12. Photographs, Privacy, and Marketing

We may take limited before-and-after photographs of work areas when reasonably needed for job documentation, quality review, training, or resolution of a service concern, while taking reasonable care to avoid people, personal information, valuables, and sensitive areas. Please advise us before service if you object to nonessential photographs so we can discuss an alternative documentation method. We will not publicly post or use identifiable customer property photographs, names, addresses, or testimonials for advertising without separate express permission. Promotional permission is optional and not required to buy service. We handle contact, service, billing, and payment information for providing services and managing accounts, including through our scheduling and payment vendors, subject to their applicable terms and our published Privacy Policy. Payment card data is handled by the payment provider; please do not send full card details over ordinary email or text.

13. Communications and Client Portal

We may contact customers using the phone number or email address provided for scheduling, access, invoices, estimates, service updates, and resolution of concerns. Marketing text messages, where applicable, require any consent mandated by law and may be opted out of through the stated instructions. Customers may use available client-portal features to review services, estimates, appointment information, invoices, and receipts; portal availability and payment options may change. Portal or third-party platform use is also subject to applicable provider terms.

14. Service Interruptions and Right to Decline Unsafe Work

We may pause or stop work when access is unavailable, a serious hazard arises, utilities fail, or conditions are materially different from those disclosed. We will communicate the reason and, when feasible, discuss alternative arrangements. Any charge for work already completed or an agreed nonrefundable expense will be explained, itemized as appropriate, and assessed only as permitted by the agreement and applicable law.

15. Disagreements and Governing Law

If a dispute occurs, please contact us first at 346-326-2867 or info@topcleaning-solutions.com so we can try to resolve it informally in good faith. These Terms are governed by Texas law, except where mandatory law requires otherwise. Courts with appropriate jurisdiction will resolve disputes unless the parties later agree on another lawful process. Nothing here requires binding arbitration, waives a jury trial, restricts a lawful consumer complaint, or limits statutory rights.

16. Updates, Severability, and Entire Agreement

We may revise these Terms for future services by providing the updated version before acceptance. Changes will not retroactively alter an already accepted service order unless both parties agree. If a provision is unenforceable, the remaining provisions will continue to the extent permitted by law. The accepted quote or service agreement, these Terms, and any approved written changes reflect the parties' understanding concerning the specific services.

17. Acceptance

By affirmatively accepting these Terms when approving a quote, booking a service, or completing an electronic acceptance process that presents these Terms, the Customer agrees to the applicable terms for that service. A hyperlink alone or mere website browsing does not constitute consent. The Company should retain the applicable version, acceptance date, and approval record. For commercial customers, the person accepting confirms they are authorized to approve the service on behalf of the organization.