

We Make It Clean Policies

Our policies are designed to help minimize risks and clarify expectations. Please contact us at 631-223-8411 or clientservice@wemakeitclean.com if you have any questions about our policies. We appreciate your trust in allowing us to care for your home!

Cleaning policies

Services we do not offer:

- Laundry or laundry folding.
- Cleaning anything more than six feet above the ground. Due to insurance restrictions, our cleaners must not use any ladder higher than a two-step ladder. Ceiling fans will be cleaned with a duster or brush if our cleaner can reach the blades by using a two-step ladder.
- Heavy lifting. Due to insurance restrictions and liability purposes. Our cleaners may not lift anything weighing more than 25 pounds.
- Specialty cleanings such as post-construction and hoarder cleaning. Patios, garages, television/computer screens, steam, or carpet cleaning.
- Cleaning extremely cluttered rooms or homes. Heavy duty cluttered with fragile items, too many “Knick Knacks”. Our cleaners must be able to move freely and safely through your home with their tools and supplies. If your home is extremely cluttered, we can refer you to another company that can provide appropriate services.
- Cleaning inside dishwashers, ovens, stove hoods, refrigerators, toasters, washing machines, and dryers.
- Any cleaning that would require cleaning supplies or tools beyond what We Make It Clean supplies. For example: Power washing.
- Cleaning of bodily fluids, mold, toys, human/pet waste, or other biohazards except for an ordinary level of bathroom cleaning.
- Cleaning window tracks and sliding glass door tracks.
- Cleaning inside of curios, China cabinets, stocked cabinets, stocked closets, or drawers.
- Due to sanitary and hygiene cross-contamination issues, we are unable to clean in areas or homes with live infestations (maggots, fleas, roaches, mice, bedbugs, etc.) until mitigated. If a booking with We Make It Clean is made. While not informing us of a live infestation in the home. The client will remain liable for the full cost of the job. If our cleaners show up on their scheduled day and are unable to clean due to a live infestation.
- Special requests: To keep things fair, consistent, and simple with our clients. We are unable to provide services outside the scope of our cleaning specifications and checklist.
- Limited edition/expensive books cleaning, due to liability reasons.
- Antiques and specialty items cleaning, due to liability reasons.