

## 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](mailto:clientservice@wemakeitclean.com) if you have any questions about our policies. We appreciate your trust in allowing us to care for your home!**

### Company Policies page 1:

- We Make It Clean is fully licensed, insured, and bonded for your assurance and protection.
- We Make It Clean hires W2 employees. We pay all payroll taxes and workers' compensation insurance.
- Our cleaners will immediately notify a supervisor and/or management client of any accidental damage that occurs during any job. Once informed, management will immediately notify the client. We will be fast and diligent on providing a solution from that point on.
- Accidents happen, that's why we have Limited Liability protection insurance for replacement or repair. Identical replacement will be attempted but not guaranteed.
- We normally work in teams consisting of two cleaners. We have a buddy system that our teams are trained to effectively use.
- Due to insurance and safety reasons. Our cleaners are unable to climb on ladders any higher than a two-step ladder to perform their work. They are also unable to move heavy objects or furniture, anything that weighs more than 25 pounds.
- Satisfaction Guaranteed: If you think any area that is in the scope of work is not clean or cleaned well. Please call us at 631-223-8411 and send pictures of the problem area(s) to [clientservice@wemakeitclean.com](mailto:clientservice@wemakeitclean.com) within 24 hours of your cleaning for us to view and proceed. We'll re-clean that area to your satisfaction on the next available business day. We do not offer refunds or discounts for recleans.
- Our teams are quality inspected by supervisors and/or management. Which may occur at any time during a cleaning.
- In the unlikely and unfortunate event that something is stolen during a cleaning. We follow the same procedure with filing an insurance claim to replace your loss. We address the issue immediately with any of the cleaners involved. This allows us to understand what happened and take swift action.
- We run background checks on all of our employees.

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### **Company Policies page 2:**

- Our cleaners are allowed minor breaks throughout the day. Such as use of the bathroom, drinking of a beverage, a quick cellphone check, etc. Minor breaks are typically 1-3 minutes, depending on activity. Yet always taken as promptly as possible according to the activity. Minor breaks are at the discretion of the employee. Minor breaks do not have a set minimum or maximum. However, chronic over usage of minor breaks is considered taking advantage of the flexibility they allow. Which is where a client can report such overuse to a supervisor and/or management.
- Our cleaners are entitled to 1 15-minute rest break during their 5-hour cleaning. We Make It Clean provides our employees with beverages and snacks. However, clients can offer snacks and beverages at their own discretion. Otherwise, our cleaners are not allowed to go through a client's refrigerator or cabinet for snacks and beverages.
- We Make It Clean loves communicating with our clients! Whether you want to let us know how amazing our cleaners are or if you have any issues with our cleaning services. We are open to all conversations and feedback, which helps us establish long lasting relationships with our clients.
- We Make It Clean values our client's privacy. All pictures taken and/or videos recorded of a client's home during a cleaning. Are to be used for business purposes only between We Make It Clean and the client(s). Before and after pictures and videos of clients' homes will not be shared online unless a client gives us the permission to do so.
- We Make It Clean cannot be responsible for damage due to faulty and/or improper installation, lack of maintenance, or general wear and tear of any items.
- Due to liability and insurance reasons. Friends, family, or any other non-employees are not allowed in a client's home during a scheduled cleaning. For example: An employee's child.