

## 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!**

### Client Policies:

- Scheduling other service providers: Due to safety and security reasons, please do not schedule other home service providers when we are scheduled to clean if you are not present to supervise them. Our cleaners will not let anyone into your home.
- We ask that clients refrain from smoking cigarettes, marijuana, or any other substance inside of the home when our cleaners are present.
- Please move/hide fragile, unstable, or expensive items. Or ask us to skip that area completely if you do not wish to accept the risk of accidental damage. Please tidy up as much as possible a day before your scheduled cleaning.
- Please call us at 631-223-8411 or email us at [clientservice@wemakeitclean.com](mailto:clientservice@wemakeitclean.com) to report any instance of breakage as soon as possible. After you notice it so that we can make it right. Damage found by a client must be reported to management via phone or email within 2 days of completed service or We Make It Clean may not be held liable. Please save the broken item(s) for our inspection and send pictures to our email. We will review every incident of breakage on a case-by-case basis.
- A tip is neither expected nor required. It is completely optional and at the client's discretion.
- For safety reasons, children must be supervised during scheduled cleanings.
- We love animals! But we ask that you have them kenneled, in a room that we are not cleaning or outside when we arrive. We Make It Clean and its staff reserves the right to leave the premises if a pet shows aggressive or distracting behavior and you will be charged the full price of your cleaning. We Make It Clean will not be held responsible for the behavior of any pet(s) while the cleaning service is being performed.
- Offering our cleaners food and beverages is not required and is also at the client's discretion.
- Accessing your home: Please be certain your home is accessible to our cleaning team. If you are not home when we come to clean, please deactivate your security alarm prior to each scheduled visit, or provide us with a code. If our cleaning team is unable to access your home or if our crew is turned away when they arrive (for any reason), we will not offer a refund of the full fee charged prior to the scheduled cleaning.