

Radiant Home Cleaning Service, LLC - Terms of Service Agreement

Effective Date: 10/14/2026

Company Address: 10355 Democracy Ln. Suite B, Fairfax, VA, 22030

A. Privacy Policy

We respect your privacy and protect your information.

Customer data will only be used to provide services and will not be shared, sold, or rented, except where required by law.

All payments are processed securely using encrypted systems.

Please refer to our Privacy Policy page for more detailed information.

B. Satisfaction Guarantee

Notify us within 48 hours if the service does not meet your expectations.

We offer a free re-clean within 7 days. If still dissatisfied, a refund will be issued.

If a re-clean is not viable or otherwise refused, the estimated time required for the re-cleaning will determine the value of a partial refund.

C. Entry and Security

Access methods include keys, lockboxes, garage codes, or homeowner presence during cleaning.

Radiant Home Cleaning Services is not liable for any issues related to unsecured or lost access tools.

D. Payment Policy

Payment will be put on hold 24 hours before service is rendered. The full amount will be due on the day of service via credit card or online payment.

A 50% down payment for services surpassing \$400 in price.

A 5% late fee applies for payments not made within 7 days.

E. Cancellation and Rescheduling Policy

To avoid any fees, notification of cancellations or rescheduling must be made at least **three business days before the day of service**. Business days are 8 AM – 5 PM, Monday – Friday. After-hours communications are attributed to the next business day.

- For cleaning services cancelled or rescheduled 2 business days before the booking date, a 75\$ fee is charged.
- For cleaning services cancelled or rescheduled 1 business day before or the day of service, a cancellation fee of 50% of that cleaning's cost will be charged.
- For cleaning services **\$500 or more**, **4 business days** prior notice is required. Notice 3 business days in advance will incur a fee of 33% of the booking. Notice 2 business days or less will incur a fee of 50% of the booking.
- For cleaning services **\$600 or more**, **5 business days** prior notice is required. Notice 4 business days in advance will incur a fee of 33% of the booking. Notice 2 business days or less will incur a fee of 50% of the booking.

All fees go directly to our team members to compensate them for lost work hours.

Lock-Out Fee:

- If our team is unable to access your home on the day of service due to lock-out, a 50% charge of the booking price will be assessed. We will contact you immediately if a team can not access your home. We will allow for a 30-minute grace period for a response before declaring a lock-out. Failure to provide access to the home within the designated arrival window will be declared a lock-out.

Rescheduling Waivers:

If you choose to reschedule your service instead of cancelling, you may be eligible for the following fee waivers.

- Same-week Waiver: Your fee will be waived if your cleaning is rescheduled in the same week of the booking. Subject to our schedule availability.
- Rescheduling Deposit: If you reschedule within the following week, your fee will be used as a deposit towards your rescheduled cleaning. Subject to our schedule availability.

– Rescheduling waivers are only valid so far as the rescheduled service remains unaltered. If the rescheduled service is changed, the original fee will be charged, regardless of advance notice.

Exceptional Circumstances:

– Situations beyond the customer's control (e.g., emergencies or severe weather) will be reviewed on a case-by-case basis for potential fee waivers.

F. Inclement Weather Policy

We email clients a day before and the day of any predicted inclement weather to confirm or adjust services.

As a last resort, we will follow Fairfax County Public Schools' closures and delays for guidance.

Ensure clear access to your property to avoid any additional fees due to service adjustments.

G. Customer Preparation

Please clear floors and surfaces of small items to maximize cleaning efficiency.

Maintain indoor temperatures between 68-72°F for safety during service.

H. Pets Policy

Secure pets to avoid disruptions and ensure safety.

We do not clean pet accidents or hazardous waste.

Radiant Home Cleaning Services is not liable for escaped pets or injuries caused by unsecured animals.

I. Breakage and Liability

We will repair or replace items with verifiable value if breakage occurs.

Breakage must be reported within 5 days for coverage.

We are not responsible for damage caused by unstable or improperly secured items.

J. Special Service Limitations

Our cleaners use a two-step ladder limit for safety.

Services not provided:

- Steam cleaning carpets or washing walls
- Lifting items over 15 lbs
- Hazard remediation or pest control

Service may be refused if hazardous conditions exist.

K. Non-Solicitation Agreement

Customers agree not to solicit or hire our employees for private work during or within one year of their employment with Radiant Home Cleaning Services.

Violations result in a \$2,500 penalty and termination of service.

L. Insurance and Liability Coverage

We carry \$1 million General Liability insurance to cover accidents or damages.

Fraudulent claims will be prosecuted to the fullest extent.

M. Product Use

We use eco-friendly, plant-based products.

Stronger products may be used upon homeowner approval.

N. Trash Disposal

All collected trash will be left in the designated outdoor garbage bin at the customer's property.

O. Pricing and Service Time Management

First-time cleanings are based on man-hours booked.

Additional time, if required, can be purchased at \$60 per person/hour in 30-minute increments.

Recurring service prices may be adjusted based on workload changes.

P. Quality Control

We collect feedback after each cleaning to ensure service quality.

Any concerns will be promptly addressed upon notification.

Q. Changes to Terms

Radiant Home Cleaning Services reserves the right to modify these Terms of Service with 7 days' notice to customers.