



As the owner of Top&Shine Cleaning, I take responsibility for my employees and their actions. Our policies are designed to help minimize risks and abuse and are not intended to avoid responsibility. I will personally review any unresolved incident to ensure the fairest resolution possible. You are a valued customer and we wish to resolve each incident to your satisfaction.

Please do not hesitate to call the office if you need further clarification on any of our policies. Coming into people's homes and caring for their possessions are personal and emotional tasks, and we do it every day with as much care and respect as we can. If we ever fail to meet your expectations, we hope that you'll communicate with us and allow us to make it right, which includes coming back to re-clean at no charge to you. We never want an issue to go unresolved.

Sincerely,  
Bianca Nascimento

## REFERRALS:



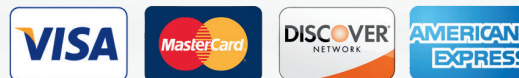
We love referrals and appreciate it when you tell your family and friends about our services. Enjoy a 50% off cleaning when you refer someone and they become a bi-weekly or weekly customer. Thank you for your confidence in us!

## GIFT CARDS:

Make someone happy with a gift card for maid service! It's the perfect gift for a wedding, anniversary, house warming, new baby or holidays. Call us to purchase a gift card. Ask us about our specially- made gift baskets.



Top&Shine Cleaning services LLC  
bianca.nascimento@topandshinecleaning.net  
214.695.5222



# Customer Guidelines

# What you need to know.



**Access to your home:** We must assess a 50% fee when you don't leave access to your home the day of service. There are no exceptions after the first incident.



**Cancellation:** We will assess a 50% fee if you cancel with less than 24 "business hours" notice.



**Payment:** Payment is due at the time of service. The third time you fail to provide timely payment we will request a credit card number to be held for back up payment.

If we receive two 'insufficient funds' checks in 12 months we will require a credit card number for back up payment or prepayment three weeks before service.



**Tipping:** is greatly appreciated but not required. A suggested tipping range is 10 to 15% of the fee before sales tax. Call our office if you wish to add tipping to your payments.



**Rate Increases:** We reserve the right to raise our rates at anytime. You will be given advance notice of a price increase.



**Getting ready for the cleaning:** Don't clean before we arrive. Leave it to us! But do pick up and tidy as much as possible so we can focus on more detail and quality for you. Take the steps necessary to give us access in whatever way we agreed when you booked your appointment. Secure your pets if you don't want them around our tech. Move any expensive, fragile or precious possessions to a safe place that won't be cleaned, like a spare room or inside of a curio or china cabinet. Call our office at 214-695-5222 during business hours M-F 8:00 am until 6:00 pm if you have any questions.



**The Best Setting:** The ideal cleaning situation is when no one is home. Since this is not always possible, please eliminate as many distractions as possible so our tech can work uninterrupted. We recommend that you try to schedule your cleaning on a day when there will be fewer people at home.



**Those You Love:** We do our best to work safely but we recommend that children are out of the area where we are cleaning. We may be working with equipment and products that are not safe for them. We love your pets! But please secure any pet who may get overanxious or stressed or be a threat. Please know that we do not clean up after sick pets or clean up any pet accidents.



**Quality Control:** Our quality control system is interactive and dependent upon your feedback and communication to function. We need your input on the overall experience and quality you are receiving and you can count of us to address any issues you communicate to us. Our employees take great pride in the work they do and want to be informed when you are disappointed with their service. Please call us at 214.695.522 to share immediate feedback. Or email us at [bianca.nascimento@topandshine.net](mailto:bianca.nascimento@topandshine.net) Leave it to us share your comments caringly and constructively.

Before we come to clean, please move expensive figurines or glassware, fragile or unstable items to a location we do not clean, or have us skip that area completely if you do not wish to accept the risk. Sometimes breakage occurs when items are unstable or unsecured: pictures not hung securely, top heavy items with unstable bases, wobbly/tippy objects. We can not take responsibility for such items.

