Elite Cleaning and Detailing Services
Phone: +1 (561) 345 – 8213
Email: info@desimoenterprisesllc.com
Website: https://desimoenterprisesllc.com/

Service Agreement: Introduction & Acceptance

Welcome to **Desimo Enterprises LLC,** the Elite Cleaning and Detailing Services.

This document constitutes a binding legal contract, known as the Service Agreement, between Desimo Enterprises LLC and the Client (referred to as "you" or "your"). This Agreement governs all cleaning-related services we provide.

Agreement Date

Effective Date: The terms and conditions outlined herein become effective and enforceable on the date the Client either: (a) signs this electronic or physical document; (b) accepts a quote provided by the Service Provider; or (c) proceeds to schedule and pay for services.

Acceptance of Terms

- By booking, confirming, or authorizing any service to be performed by Desimo Enterprises LLC, you acknowledge that you have read, understand, and agree to be fully bound by all terms, policies, and conditions set forth in this entire Service Agreement. If you do not agree with any part of these terms, please do not proceed with the use of our services.

1. Scope of Services

Desimo Enterprises LLC agrees to perform any of the following services as requested by the Client:

- Residential Cleaning
- Commercial Cleaning
- Carpet Cleaning
- Window Cleaning
- Pressure Cleaning
- Car Detailing

Services will be performed at the client's premises or designated locations, as agreed upon.

2. Service Frequency

The frequency of services shall be agreed upon by both parties and may include:

- One-time service
- Weekly service
- Bi-weekly service
- Monthly service
- Custom schedule as specified in writing

3. Terms of Service

- Services will be performed professionally and in accordance with industry standards.
- Desimo Enterprises LLC will supply all necessary equipment and cleaning products unless otherwise agreed.
- The Client shall provide access to the premises at the scheduled time.
- Desimo Enterprises LLC reserves the right to capture Before and After photos or video footage during service appointments. This media is used exclusively for internal quality assurance, training, and promotional marketing. Desimo Enterprises LLC warrants that any captured media will never contain personally identifiable information (such as faces, documents, or recognizable people) and will focus solely on the areas cleaned.

4. Client Responsibilities

- Ensure that the service location is accessible and safe.
- Secure pets, valuables, and sensitive items prior to service.
- Communicate with any special instructions or concerns before service begins.
- Notify the Service Provider of any pre-existing damage or conditions.
- The Client must provide an operational exterior water spigot (hose bib) that maintains sufficient pressure and volume to power the Service Provider's washing equipment.
- Electrical Connection (Where Required): For equipment requiring power (e.g., specific pumps, vacuums, or smaller pressure washers), the Client must provide access to a functioning standard 120-volt electrical outlet located within reasonable proximity to the work area.

Failure to Provide Utilities

Desimo Enterprises LLC reserves the right to delay or reschedule the appointment if a lack of necessary water or electrical supply prevents the safe and effective performance of services. In such cases, the Client may be subject to the Late Cancellation or Rescheduling Fee as outlined in the agreement.

5. Payment Terms

- We offer complimentary service quotes for all projects. These initial quotes are calculated based exclusively on the descriptive information, measurements, and images provided by the Client. We explicitly reserve the right to re-evaluate and adjust the final price upon conducting a physical, on-site inspection of the property, or if the actual scope

of work is found to differ substantially from the information initially provided. Any significant price modification will be communicated to the Client for approval before service commencement.
- Payment is due upon completion as agreed.
- Accepted payment methods: [Cash, Credit Card, Bank Transfer, and Zelle]

6. Deposit Requirements

- A deposit of $50.00 is required to secure service appointments.
- Deposits are non-refundable if cancellation occurs within 24 hours of the scheduled service.
- The deposit will be applied toward the final invoice.

Credit Card Verification

- Desimo Enterprises will attempt a card of pre-authorization approximately 24 hours prior to service. If verification fails, we will attempt to contact the Client for immediate resolution. If the payment issue is unresolved before the crew departs for the site, the appointment will be canceled, potentially incurring a late cancellation fee.

Recurring Service Discounts (Concise)

Service Loyalty Discounts

Desimo Enterprises LLC offers discounted rates for Clients who commit to a Recurring Service Agreement (e.g., Weekly, Monthly, quarterly or biannual). This discount is contingent upon the Client completing the minimum number of services specified in the original quote.

Discount Recapture Fee

If the Client cancels a Recurring Service Agreement before fulfilling the minimum commitment, the Desimo Enterprises LLC will charge a Discount Recapture Fee. This fee is equal to the full amount of the loyalty discount previously applied to any completed service(s). The fee will be automatically charged to the card on file upon subscription termination.

7. Late Payment Fees

- Payments not received within 3 days of the due date will incur a late fee of $30.00 of the outstanding balance.
- Continued non-payment may result in suspension of services and legal action to recover amounts owed.

8. Cancellation & Rescheduling

- Cancellations must be made at least 24 hours in advance.
- Cancellations made less than 24 hours before the scheduled service may incur a fee of $25.00.
- Rescheduling is allowed with at least 24 hours' notice.

9. Satisfaction & Service Guarantee

Desimo Enterprises LLC guarantees satisfaction with all services rendered. If the Client is not satisfied, the Service Provider will return to re-perform the service at no additional cost, provided the complaint is made within 24 hours of service completion.
Additionally, the Service Provider guarantees:

- Use of professional-grade equipment and products
- Courteous and respectful conduct by staff
- Timely arrival and completion of services as scheduled

10. Damage Liability

Desimo Enterprises LLC shall not be held liable for any pre-existing damage. Any damage caused directly by the Service Provider during the course of service will be assessed and resolved in good faith. The Client must report any damage within 24 hours of service completion.

11. Independent Contractor Status

The Service Provider is an independent contractor and not an employee of the Client. Nothing in this Agreement shall be construed to create a partnership, joint venture, or employer-employee relationship.

12. Confidentiality

Desimo Enterprises LLC agrees to maintain the confidentiality of all Client information and will not disclose any personal, business, or financial information obtained during the course of service.

13. Liability & Insurance

Desimo Enterprises LLC carries general liability insurance coverage up to $100.000 to cover accidental damage or injury caused during service. Proof of insurance is available upon request.

14. Termination

Either party may terminate this Agreement with 30 days of written notice. Any outstanding payments for services rendered shall be due upon termination.

15. Dispute Resolution

Any disputes arising under this Agreement shall be resolved through mediation. If mediation fails, disputes shall be resolved in the courts of Saint Lucie, Florida.

16. Online Booking & Communication

All services must be scheduled via phone, email, or through our website https://desimoenterprisesllc.com/ . To confirm any booking, the Client is required to provide and maintain a valid, active credit card on file with us. This card serves as the primary method of payment for the services rendered and any applicable fees. Confirmation of bookings will be sent via email or SMS. The Client agrees to provide accurate contact information and respond promptly to communications regarding scheduling and service updates.

- **Communication of Delays**

If Desimo Enterprises anticipates a significant delay that will move our arrival outside of the agreed-upon window, we commit to notifying the Client immediately via your preferred contact method (phone or email). The Client acknowledges that these circumstances do not constitute a breach of this Agreement.

17. Modification of Agreement Terms

Desimo Enterprises LLC reserves the exclusive right to update, revise, or change these Service Agreement terms at any point without prior notice. All modifications become effective immediately upon publication on our official website or client portal. The Client's continued scheduling, booking, or acceptance of any services following the posting of the revised terms constitutes the Client's full and unconditional acceptance of all modified provisions.

18. Contact and Final Acceptance

Inquiries Regarding this Agreement

For all questions, concerns, or requests related to this Service Agreement or the services provided by Desimo Enterprises LLC, please utilize the contact information provided below:

Contact Method	Details

Service Provider	Desimo Enterprises LLC
Phone	+1 (561) 345-8213
Email	info@desimoenterprisesllc.com
Website	https://desimoenterprisesllc.com/

Client Affirmation

The Client's final step of booking, paying for, or accepting any service from Desimo Enterprises LLC serves as the Client’s explicit confirmation and legal affirmation that they have read, fully understand, and irrevocably agree to all terms and conditions contained within this Service Agreement.