

## **Terms of Service**

**Effective Date: August 1, 2025**

### **1. Customer Agreement**

**By scheduling and using our services, you acknowledge and agree to the following terms and conditions:**

**Big Sweep Cleaning provides professional cleaning services to residential and commercial properties.**

**All cleanings are subject to our policies, including deposits, cancellations, and rescheduling fees.**

**Big Sweep Cleaning providers are fully vetted and background checked in all 50 states. Our cleaning services do NOT include organizing, moving furniture, or deep stain removal.**

**We reserve the right to refuse service for unsafe or hazardous working conditions.**

**Cleaners are not expected to perform tasks that exceed the agreed scope of work.**

**Big Sweep Cleaning reserves the right to update these terms and conditions at any time.**

**If you disagree with any part of these Terms of Service, please do not book a cleaning with our services.**

**By accepting a professional cleaning service appointment, the client agrees to these general terms and conditions. These, together with our confirmation and cleaning schedule, constitute the entire agreement.**

### **2. Service Guarantee & Refund Policy**

**Free re-cleaning of missed areas (within 48 hours).**

**No monetary refunds.**

**Guarantee limitations apply if:**

**Extra service fees were declined**

**Permanent stains or pre-existing issues exist**

**The property was misrepresented during booking**

**It was explicitly stated over the phone that due to the nature of the work, a service guarantee would not be possible.**

**Our work is hindered by contractors, pets, clutter, or utilities**

### **3. Appointment Scheduling & Arrival Policy**

**Arrival window: 2 hours**

**Lockout: 50% or \$75 fee (whichever is less) if access is denied for 20+ minutes**

**Provide correct door code/instructions**

### **4. Cancellation, Deposits & Rescheduling Policy**

***One-time, deep, or move-out cleanings: 25%-50% deposit required***

***Deposit is forfeited upon cancellation***

***Recurring cleanings:***

***72-hour cancellation → 25% fee***

***24-hour/same-day → 50% fee***

***Rescheduling within 24–72 hrs → 25%-50% fee***

***Weather or utility issues may trigger fees or reschedules***

***Canceling before completing promo/recurring terms → Discount reversal***

***Pricing subject to change if home conditions were misdescribed***

#### ***5. Customer Responsibilities & Cleaning Limitations***

***Provide water/electricity, pick up clutter, move heavy furniture in advance***

***We do NOT provide biohazard cleanup, climb ladders, clean hoarding, or handle high-value or unsafe items***

#### ***6. Payment Terms & Fees***

***Payment due upon cleaner(s) arrival***

***24-hour card authorization hold before cleaning***

***Major credit/debit cards accepted***

***Deposits (when applicable): 25%-50%, non-refundable***

***Additional Fees:***

***NSF Fee: \$30***

***Late Payment: 15%/month***

#### ***7. Commercial & Office Cleaning Policies***

***12-month service agreement, auto-renews unless canceled with 30-day notice***

***Early termination allowed for performance issues or operational changes***

***Invoices due within 7 business days***

***Late payment = 15% monthly fee or suspended service***

***Service scope changes must be in writing***

#### ***8. Non-Solicitation & Referral Policy***

***Clients may not hire our staff privately; \$4,000 fee for violations***

***Commercial clients: \$10,000 fee for hiring past/present cleaners***

***Unauthorized engagements = up to \$6,000 charge and legal enforcement***

#### ***9. Website Terms of Use***

***Using bigsweepcleaning.com constitutes agreement with our terms***

***You may not copy, distribute, or misuse site content***

***We are not liable for site errors, downtime, or third-party links***

## **10. Legal & Policy Updates**

**Terms can be updated without notice  
Governed by Texas law; disputes resolved in Texas courts**

## **11. Health & Safety**

**Notify us if illness is present in the home  
We reserve the right to cancel for unsafe environments**

## **12. Privacy Policy & Confidentiality**

**All client information is confidential  
Clients must secure access instructions  
We may take before/after photos unless opted out**

## **13. Sales Tax Policy**

**8.25% sales tax charged as required by Texas law**

## **14. Dispute Resolution & Arbitration Policy**

**All disputes resolved via binding arbitration in Denton County, TX  
Arbitration fees paid by the client unless due process is denied  
Class action lawsuits are waived  
Client must attempt direct resolution first (15-day window)**

## **15. Contact Information**

**Phone: (469) 436-8008  
Email: [info@bigssweepcleaning.com](mailto:info@bigssweepcleaning.com)  
Website: <https://bigssweepcleaning.com>**

## **Acknowledgement of Terms**

**By using our services or website, you confirm that you have read and agree to these  
Terms of Service and all related policies.**