

AMERICAN MAIDS OF NC, LLC.

Terms, Conditions, Policies, Regulations & Operating Business

Updated: **MARCH 7, 2012** These regulations will change as the company grows without notice, it's the clients responsibility to follow up with any changes that may or may not occur.

AMNC Account Number: _____ **Contract / Agreement Number:** _____

Customer Name: _____

ID Verified: State _____ # _____ **Exp:** _____ **BDay:** _____ **Attach copy** ___ **InVd**

Address of Customer: _____ - _____ **Home** _____ **Mobile** _____

Types of Services Offered: Residential and Commercial Services: Cleaning Service, Maids and Butler Service, Swimming Pool Cleaning and Maintenance, Organizing Service, Exterior Cleaning Service, Window Washing Service, New/Post Construction Service, Handyman Service and any additional services requested; _____
Our schedules are first set first serve.

LLC: American Maids of NC, LLC is a single entity Diana M. Pryor FIN 41-2270869 which entity incorporated in 2008. Diana M. Pryor has been business in residential and commercial janitorial industries since 1999.

Services Performed: Customer agrees to pay; American Maids of North Carolina, LLC for all services performed and completed as previously discussed via phone, email, or any other communications. AMNC retains the right to perform services for other clients.

Initial Clean:	Amount \$ _____	Date: _____	Contract Number: _____
General Clean:	Amount \$ _____	Date: _____	Contract Number: _____
Recurring Clean:	Amount \$ _____	Date: _____	Contract Number: _____
One Time Clean:	Amount \$ _____	Date: _____	Contract Number: _____
Pool/Spa Clean:	Amount \$ _____	Date: _____	Contract Number: _____
Pool Recurring:	Amount \$ _____	Date: _____	Contract Number: _____
Maid/Btler Serv:	Amount \$ _____	Date: _____	Contract Number: _____
Custom: _____	Amount \$ _____	Date: _____	Contract Number: _____

Performance - Time and Day: AMNC agrees to complete the performance of all services on the day discussed. AMNC, LLC will not be able to guarantee the time discussed; due to routing. If client request a reminder call; this call will be done between the hours of 6am and 6pm the day before the schedule. (We don't guarantee what time a call will go out, but a call will be made to the main contact number.) Operating hours fluctuates. General list: Commercial 5am-7am, 6pm-12am. Residential 7am-7pm.

Payment: In consideration of AMNC performance of these services, Client agrees to pay Diana M. Pryor at completion of each project / job in CASH or CHECK or CREDIT* as agreed.*Fees applied. Make checks payable to: **American Maids of NC, LLC or Diana M. Pryor (write in memo AMNC)**. If paying by credit / Paypal.com a 5% fee will be applied for processing fee and if service is cancelled after payment has been submitted to PayPal.com a refund minus all fees applied will be returned on a timely manner.*Deferred cleans are offered to contract residential customer only - due to our economy, it does not deduct the amount due but does defers the scheduled date of the clean and the due date of the amount owed on contract.

Invoices: AMNC will submit a copy of said invoice for all services performed at client's request. YES or NO or YEARLY EMAIL Client will be responsible for authorizing the performance of these services. If client is not available to sign said invoice, the client has 24 hour to call in said signature as verbal, if no signature is obtained then the account is payable as agreed. Customers on a monthly billing cycle are billed every 4 weeks and biweekly cycles are billed every 2 weeks.

Guarantees: AMNC offers a 100% satisfaction guaranteed on all said services, within reason. We are a full service company and hold the right to insure the best quality work performed, we also have the right to deny any service that's not within our quality of standards. We do not warrant areas seen in special lighting; we do our best to scrutinize over each area of the job we complete.

Damages: Clients must notify, AMNC for any item with significant or sentimental value before and after any damages. Any item not discussed that has a value over \$100.00 U.S. dollars, AMNC will not be responsible for replacement. Our laborers will treat your property with the up most respect, however accidents do happen. If damages occur for any reason, a damage report will be written by lead laborer, and the client will be notified by note or call. If client proceeds within the first 24 hours, AMNC will conduct an investigation. If any of our workforces is found liable, then merchandise at depreciation value will be replaced, refunded with receipt, or credit to account with no cash value.

Assistants: AMNC, at our own expense, may employ and or hire such cleaners, employees or subcontractors, as AMNC, LLC deems appropriate to carry out this agreement/contract. Customers will be responsible for paying AMNC, LLC on the day serviced. [AMNC will be responsible for paying such employees, as well as any expense attributable to such employees, including but not limited to income taxes, unemployment insurance, and social security taxes, with maintaining bond, general liability insurance, workers' compensation insurance for such employees.]

Equipment, Supplies and Product:

AMNC, at our own expense, will provide all materials, equipment, tools, supplies and product necessary to perform all services, and will be responsible for all other expenses required for the performance of these services. By initialing client agrees and understands about transferring of air born allergens and or any other transferred items from equipment, supplies, tools, and sensitivity to product provided by American Maids.

Initial: _____

CUSTOMER, at Customer's own expense, will provide all materials, equipment, tools, supplies and product necessary to perform the above services, and will be responsible for all other expenses required for the performance of these services. By initialing client agrees and understands about transferring of air born allergens and or any other transferred items from equipment, supplies, tools, and sensitivity to product provided by client and used by American Maids.

Initial: _____ by checking this box you agree to maintain equipment on a regular base by a professional company or individual.

Discounts: AMNC offers for said discounts, to said residential client only. Not to be used in the same year. And AMNC has the right not to offer said discount to any prior, current or future clients.

Referral Discount Offered:**

To be allocated as followed; for each referred customers that's been submitted to American Maids. Then your name will be placed in a drawing for a **FREE CLEAN**, Drawing for general a. window* cleaning 06/30 and b. house cleaning on 12/31 [To be allocated by giving a 25% off any four maintaining cleans, but not to be used in the months of January and/or December.] * Choose one - Interior or Exterior (Surcharge \$5.00 per 4ft if ladders are required.)

Senior Citizen Discount Offered:

You may receive 5-10% off your first initial clean price, available for seniors 65 or older; and or 5-10% off your maintaining schedule cleans.

Multi-Package Discount: You may receive 5-15% off your recurring maintaining cleaning, if you go with an Initial with recurring service.

Preferred Customer Discount Offered:

This discount will offer an extra gift at Christmas, which may be used for the New Year. Client must have been a client of AMNC for 24 consecutive months, before you will qualify or as AMNC deems fit.

New Customer Discount Offered:

You may receive 10-15% offer at the corporate decision, this discount is not always given.

Disable Veteran: Your service quote, agreement or contract will be at a lower rate as your discount amount.

Price Adjustment: We round our amount to the nearest dollar. +- (Exp. \$250.51 would be \$251 or \$150.35 would be \$150.)

Deferred Cleans:

This is offered to *contract residential customer only* - due to our economy, it does not deduct the amount due but does defer the scheduled date of the clean and the due date of the amount owed on contract. But once a scheduled clean has been deferred we will not defer a deferred clean; it will be due as re-scheduled. If any fees are waived and the account goes to collections, then all fees that were waived will be recovered due to your failure to complete agreement.

Termination of Services: For said termination by Customer; client has the right to terminate for said verbal agreement, but must notify AMNC within 48 hours in advances before the last cleaning/service; due to prior route scheduling. For said termination by AMNC; company has the right to terminate for said verbal, written, and or contract agreement, and will notify customer in advance and in written form of the corporate decision.

Contract: All contracts will automatic renew 48 hours before last scheduled service date for that contract. It is the client responsibility to call the corporate office 704.298.4652 to make any changes to the service or contract. *On contract customers – If you modify the contract in any way you will be charge a processing fee to recover any cost loss by AMNC, LLC. Cancellation of contract before services has begun then the full contract amount will be due plus all fees applied for recovery cost.*

Can be terminated by customer, only after the required minimum - 6, 12, 26, Special arrangement or 48 hours before it renews, a required termination authorization code will be required by AMNC, LLC in writing to terminate any agreement/contract. *See Deferred Cleans.*

Complaints: All complaints are required to be called in to the corporate office, no later than the next day before noon after each service performed. If no complaint is received then client authorizes the service and it is payable as agreed. We encourage all our customers to give us complaint when it is warrant but positive messages to our cleaners are always welcome and will go a long way with

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our employees. But if the customer re-services the areas in question before we are able to verify the complaint then the guarantee will be voided. AMNC will come and inspect the complaint; if it warrants a re-scheduling then we will come out on an alternate day and re-service the areas in question.

Charges or additional services performed on site: AMNC understands about extra things needing to be done around the house or office, but we require these services be scheduled through the office by calling **704-502-2041** or emailing us amnc@carolina.rr.com. Additional services requested on site by verbal or in writing will be completed if we have time and will be charged to your account. AMNC will call or email said client with amount due and will submit an invoice at clients request only. AMNC will send a written acknowledgement of said change(s) by US Mail within 7-10 business days, if requested.

Product or Equipment Purchased: All product and or Equipment purchased in behalf of the client will be purchased at retail cost and is reimbursed and payable to Mr. Michael W. Pryor as a courtesy. If AMNC, LLC receives any check written out to Diana M. Pryor c/o AMNC, LLC that's in connection with these purchases then AMNC, LLC will considered it to be for American Maids of NC, LLC account and will be applied to our books. And the amount due for purchases will still be outstanding and payable to Mr. Pryor. American Maids does not collect sales tax and is not responsible for doing so. Mr. Pryor does this as a friendly offer at no profit to him or AMNC, LLC.

Prices: Our cleaning prices are base on the total square footage; dirtiness, cleaners needed, number of people, animals, total miles and traffic flow on each residential or commercial building. This does not apply to other services offered. Organizing, Maids & Butler Service, Swimming pool service and or any other services we offer, that's based on an hourly rate. Our minimum requirements for hourly clients are 2 laborers at all time due to safety requirement. All our rate and prices may change without notice, due to the increase of operating cost. [AMNC will try to notify said client within 7-10 business days before any increase, if it applies to them.]

Website: All prices listed on website are for new client or prospect to American Maids of NC, LLC only. Does not apply to existing clients; terminated clients, one time client, cancelled clients, or special clients. And the corporation has the right not to give anyone the prices listed on any website, blog, advertising, or any other site on the internet.

Animals: All our laborers are pet friendly; and they will respect your animals, but if your animals will not respect our laborers, please put them up. If your pets are not securely confined or restrained, and we will not be able to complete the said service mention above, then the said schedule amount will be due and payable as agreed.

Service Charges: Client has the right to re-schedule services, but must notify AMNC, LLC by phone 48 hours before said scheduled service. Failure to comply will result in an additional fee applied to account and payable as of the date charged, requested, or notified. Listed fees are: \$60 collection fees, \$50 Lock-out fee, \$35 Rescheduling fee, \$150 Contract cancellation fee, Recover fees: \$50 Estimate fee, \$25 Auto expense fee, \$50 Processing fee, or any other fee(s) applied by AMNC, LLC. Holidays/ Closed Days/Sickness: No additional fee will be charged, if your service lands on a holiday and or a day we are closed. At that time we will then notify you by phone or email of the reschedule date prior to the day, etc. **(Notified emergencies as soon as possible; AMNC, LLC will never charge a fee for emergencies, within reason.)**

Travel Charges: With the constant increase in the price of gasoline and product, we've been forced to add a travel charge to our pricing structure. Effective immediately there will be an additional service charge to all of our services in Charlotte and surrounding areas. This charge is per round trip not per service. The mileage fee is based on the distance from our location (Davidson, NC) to your location and back. Travel charges can be waived with a signed single or multiple projects contracted. **Note:** Prices are subject to change without notice; Distance + Rate. 0-10 miles \$6.00; 11-16 miles \$9.00; 17-20 miles \$11.00; 21-26 miles \$19.00; 27-30 miles \$21.00; 31-49 miles \$31.00; 50-99 miles \$51.00; 100-149 miles \$105.00; 150+ miles \$185.00

Sickness: If client or any other member of the location is or has been sick, or been diagnose with any disease like HIV/AIDS, **clients is requires to notified, AMNC office as soon as possible** before scheduled service, so we may take the necessary safety arrangement to ensure the healthiness of our business, cleaners and or your property.

Keys, Key Codes or Alarm Codes: The client has the right not to give us a key or alarm codes. However, someone must be there to let us in, if clients leave any doors or windows unlock for AMNC, the clients will be totally and fully liable. (AMNC does not recommend doing this and will not be accountable.) If a key or alarm code is given, client must notified AMNC of any changes to locks or codes before any schedule services. If client fails to notify, AMNC by the schedule service date then services are payable as agreed if we can't access the location. **{A Lock Key Safe, can / could be purchased by the client for control / protection.}**

KEY: _____ **KEY CODE:** _____ **ALARM CODE:** _____

CLIENT AGREES TO LET US IN ON DAY SCHEDULED: Initial _____

Notification: AMNC will contact the client by email first, then by phone call, then by US Mail. Which way do you wish to be contacted in case of an emergency?

NAME: _____ CONTACT PHONE NUMBER: _____
MAIN EMAIL ADDRESS: _____

Returned Items and Fees: All returned checks are subject to a \$40.00 NSF fee, Late fees are subject to a 1.5% (annually 18%) with a minimum amount of \$10.00 pre past due invoice to be allocated on the 1st. and 15th of each month. No schedule services will be started or will be completed until account is paid in full and status has been brought in good standings. If client has made special arrangement then and only then will we complete the schedule service date. On any NSF account, payment terms will change to **CASH ONLY**. ***IF ACCOUNT GOES TO COLLECTION, CLIENT WILL BE TOTALLY AND FULLY LIABLE FOR ALL FEES ACCUMULATED AS WELL AS ANY EXPENSES ATTRIBUTABLE TO SUCH COLLECTION, INCLUDING BUT NOT LIMITED TO ATTORNEY FEES, COURT COST, AND OR ANY FEES APPLIED BY AMNC, LLC.; FOR COLLECTION OF THESE DEBIT ACCUMULATED.*

Contract Date: _____ Customers Signature: _____

Attached copy of Valid Driver' License: _____