

COSTUMER GUIDE



· CLEANING ·

We make magic happen

📞 (203) 233-1045





GUIDE

WELCOME

At A360 Cleaning Service, you will find a company that you can trust. Our main goal is to make sure your house is not just cleaned, but clean from top to bottom. With 19 years of experience, we will give you and your family an excellent, efficient, and thorough job.

To do that, everyone on our staff is professionally trained, ensuring their work meets our standards and provides you with the service you expect - complete professionalism and attention to detail.





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CLEANING DAY

PREPARING YOUR HOUSE

Your price for cleaning is based on the cleaning technicians focusing all of their time and energy on cleaning, not routine housekeeping. We ask that you take a few minutes the night before a scheduled service to “pick up.” This will allow the cleaning technicians easy access to the areas/surfaces to be cleaned: floors, countertops, table tops, etc. and removing dirty dishes from kitchen sinks. If you’d like our cleaning technicians to do these tasks for you, please call us (in advance) so your cleaning fee can be adjusted for the additional “cleaning preparation” time.

CLEANING SUPPLIES

We do not provide cleaning supplies, this way we can satisfy each customer with their preferences for their house. We will use what each client is comfortable with and provides. A list of recommended products will be provided if the customer wishes.

You will need to provide cleaning cloths as well.

SCHEDULED “ARRIVAL WINDOW” FOR CLEANINGS

When booking your service, we provide an estimated arrival window when the cleaning technicians will arrive at your home. If we are late, we will call or text your phone number. If you can not be home, no worries, just leave us the instructions for entry and we will handle it!





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ADDITIONAL ADD-ON SERVICES BY REQUEST

DAMAGES AND BREAKS

My team is trained to work with care BUT we know accident happens, knowing this we request that all valuable, irreplaceable, monetary or sentimental item be stored and/ or NOT cleaned by our team.

If any things breaks my team is to let you know immediately and we will provide a refund .

CANCELLATION

We are happy to work with customers to reschedule, but we're a company and we have expenses to pay every day as any Small Business. Please be considerate and cancel or reschedule within a 72 hours notice. We created this policy to better meet the demands of all our customers. When cancellations are made close to the cleaning time, other customers miss the opportunity to clean their home.

-If you confirmed your appointment and when our crew gets there the door is locked, you will be charged half the price.

-if you cancel last minute, you will also be charged half the price of your service.

-If there is a mistake in your scheduling, after paying the whole amount of the service my team will schedule you a cleaning when it is convenient for them.

Skipping a cleaning going on vacation or something else: if you call in advance that will be done with no extra fee but if you don't call within 72 hours you will be charged.





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ADDITIONAL ADD-ON SERVICES BY REQUEST

FEEDBACK

Getting customer feedback is an important ingredient to a successful house cleaning service relationship. Your feedback helps us monitor the performance of your cleaning technicians and deliver the highest quality cleaning experience in the industry.

PROMOTION

We value customer referrals, so we created a way to reward you. After you refer us to 3 new customers who begin regular service with us, you will get \$40 your next cleaning.

PAYMENT FOR SERVICES

Payment is due in full upon completion of the work or services provided. We accept cash, check, Zelle or Venmo.

ALARM SYSTEMS & KEYS

It is not necessary to be at home while we are there cleaning. If you have an alarm, make sure we have the key code so we can disarm the alarm when we arrive, and set it again when we leave. We'll also need a house key if needed to access the job.

HOURS and HOLIDAYS

Monday - Friday from 8 am to 5 pm
Any call or text after business hours will be answered first thing the next business day.





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NON-SOLICITATION OF OUR EMPLOYEES

When entering into an agreement for services with our business, you agree not to solicit or hire any staff member introduced to you by us for any home-related services. We spend a lot of time, money and resources finding, interviewing, checking references and backgrounds, and training our cleaners. If you are interested in one of our cleaners, give us a call and we will try to work this out honestly.



100% SATISFACTION GUARANTEE

If you are not happy with any area we have cleaned, call the office the same day of the cleaning and we will come back and re-clean it free of charge. Please note, we do not offer cash refunds or money off the cleaning, but we will 100% return and clean it.



SPECIAL OR MISCELLANEOUS PROJECTS

Additional tasks need to be requested in advance, so they can schedule the additional time and supplies needed. Additional fees are incurred when additional services are needed:

- Refrigerator cleaning: \$40
- Oven cleaning: consulting
- Inside cupboard Cleaning: \$40
- Changing sheets: \$5 per bed

Price upon consultation If your house had any renovations done prior to the cleaning please include that in your quote request so we can schedule you for a bigger window of time. *Items that are included in your cleaning: baseboards, doors, ceiling fans, window sill cleaning, moving the couches, dusting, floor cleaning, bathroom cleaning, and kitchen cleaning including inside the microwave. For more details, check the estimate that was sent to you at the beginning of our services. Please contact us about other services you may need.



SERVICE EXCLUSIONS

Cleaning of Extreme Clutter Cleaning of Mold and/or other biohazards Lifting items weighing over 25 lbs (i.e. large furniture) Heavy Scrubbing of Walls Cleaning of Outside Windows Cleaning of Animal Waste/Litter/Insects Cleaning of Chandeliers Cleaning Exposed Metal Air Ducts Washing dishes Folding Clothes Cleaning Inside Closets and Cabinets Garage Cleaning Attic Cleaning.

