



RESIDENTIAL SERVICE AGREEMENT

This Residential Service Agreement is entered into by and between **Cozy Home Cleaning & Restoration** and the undersigned client. By signing below, the Client acknowledges that they have read, understood, and agree to the following terms and conditions governing all residential services provided by the Company.

This Agreement applies to all residential services performed by Cozy Home Cleaning & Restoration, including but not limited to cleaning services, deep cleaning, move-in/move-out cleaning, restoration services, mold remediation, painting, flooring repairs, carpentry, power washing, organizing, laundry services lawn care, and any other residential services agreed upon by both parties.

CLIENT INFORMATION

Client Name: _____

Service Address: _____

Phone Number: _____

Email Address: _____

Date of Agreement: _____

1. TERM OF AGREEMENT

This Agreement becomes effective on the date signed and shall remain in effect for **365 days (1 year)**. This Agreement applies to all residential services scheduled during that period. Upon expiration, a new agreement must be completed before future services can be performed.

2. SERVICE EXPECTATIONS

Cozy Home Cleaning & Restoration is committed to providing exceptional workmanship and customer service. If the Client believes any portion of the completed work did not meet expectations, the Company must be notified within **48 hours** of service completion.

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Service concerns must be submitted to:

Email: carenetwork216@gmail.com

Please include photographs whenever applicable.

If reported within the required timeframe, the Company will review the concern and, when appropriate, schedule a return visit to address the affected work.

Concerns submitted after 48 hours are still appreciated for quality improvement purposes and help us continue improving our services; however, they may not qualify for complimentary corrective work.

3. NO REFUND POLICY

The Client understands and agrees that **all completed services are non-refundable.**

Customer satisfaction is important to us. Our resolution process is to review and, when appropriate, correct workmanship concerns reported within the required 48-hour reporting period.

4. PROPERTY DISCLOSURE

For the safety of our employees and future clients, please initial each statement below.

_____ To the best of my knowledge, my property is free of **rodents and/or rats.**

_____ To the best of my knowledge, my property is free of **roach infestations.**

_____ To the best of my knowledge, my property is free of **bed bugs.**

_____ To the best of my knowledge, my property is free of **black mold.**

5. UNDISCLOSED CONDITIONS

The Client understands that undisclosed infestations or hazardous conditions create health and safety risks for Company employees and may require specialized equipment, additional labor, scheduling changes, or safety protocols.

If Cozy Home Cleaning & Restoration discovers that rodents, roaches, bed bugs, or black mold were knowingly withheld or intentionally misrepresented before service, the Client agrees to pay a additional **\$200-\$500 Hazard Disclosure Fee.**

This fee is separate from the cost of remediation or treatment services.



6. MOLD REMEDIATION

Cozy Home Cleaning & Restoration offers mold remediation services; however, any known or suspected mold must be disclosed **before booking** so the appropriate equipment, personnel, safety procedures, and pricing can be determined.

Failure to disclose known mold conditions may result in cancellation of services and applicable fees.

7. ACCESS TO PROPERTY

The Client agrees to provide safe and reasonable access to all work areas required to complete the requested services.

The Client also agrees to provide access to any utilities reasonably necessary to perform the work, including electricity and running water, unless otherwise agreed upon in writing.

If access is restricted or required utilities are unavailable, additional charges or rescheduling may be necessary.

8. BIOHAZARD & UNSAFE CONDITIONS

For the safety of our employees, Cozy Home Cleaning & Restoration reserves the right to refuse, postpone, or discontinue services if hazardous or unsafe conditions are discovered that were not disclosed before the appointment.

Examples include, but are not limited to:

- Human or animal waste
- Blood or other bodily fluids
- Used needles or other sharps
- Drug paraphernalia
- Hoarding conditions that prevent safe movement
- Active pest infestations
- Severe mold contamination
- Structural hazards
- Any condition reasonably determined to present a health or safety risk

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If service cannot be completed because of undisclosed hazardous conditions, a service charge may still apply.



9. PHOTO AUTHORIZATION (OPTIONAL)

From time to time, Cozy Home Cleaning & Restoration photographs work performed for training, quality assurance, portfolio, website, and social media purposes. Photos are focused on the work completed and will never intentionally identify the Client, reveal personal information, or display personal belongings in a manner that compromises privacy.

Please initial **ONE**:

_____ **YES**, I authorize Cozy Home Cleaning & Restoration to photograph my property before, during, and/or after service for business and marketing purposes.

_____ **NO**, I do not authorize Cozy Home Cleaning & Restoration to use photographs of my property for marketing purposes.

10. VALUABLES & PERSONAL PROPERTY

While our team treats every home with the utmost care, professionalism, and respect, clients are encouraged to secure or remove cash, jewelry, firearms, prescription medications, important documents, collectibles, family heirlooms, electronics, and other irreplaceable or high-value belongings before service begins.

For restoration or construction-related services, clients are also encouraged to remove fragile décor, artwork, and personal items from the work area whenever possible.

This recommendation is intended solely to protect both the Client and the Company by minimizing the potential for accidental damage or misunderstandings regarding personal property.

11. LIMITATION OF LIABILITY

Cozy Home Cleaning & Restoration will exercise reasonable care while performing all contracted services.

Whenever reasonably possible, Company representatives will document and report any visible pre-existing damage before work begins. If previously unnoticed damage is discovered during the course of cleaning or restoration services, the Client will be notified as soon as reasonably possible.

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The Company is not responsible for:

- Pre-existing damage
- Normal wear and tear
- Manufacturer defects
- Improper installation
- Deteriorated materials or surfaces
- Hidden or latent defects
- Damage resulting from age, corrosion, structural issues, water intrusion, or previous repairs
- Damage caused by conditions beyond the Company's reasonable control

Clients are encouraged to identify existing damage, fragile items, specialty finishes, or delicate materials before work begins so appropriate precautions can be taken.

CLIENT ACKNOWLEDGMENT

By signing below, I certify that I have carefully read, understood, and voluntarily agree to all terms and conditions contained in this Residential Service Agreement. I understand that this Agreement applies to all residential services performed by Cozy Home Cleaning & Restoration during the 365-day term of this Agreement.

Printed Name: _____

Client Signature: _____

Date: _____

COMPANY REPRESENTATIVE

Representative: _____

Signature: _____

Date: _____