



Client Service Agreement and Terms & Conditions

Sparkles-N-Shine Cleaning LLC · Thornton, Colorado · Effective October 2026 · Version 2.3

Please read carefully. This Agreement is between Sparkles-N-Shine Cleaning LLC ("Sparkles-N-Shine," "we," "us," or "our") and the client who books or receives our services ("you" or "your"). It covers every booking and every visit, however it is made. Please contact us before booking if you have any questions: (303) 419-0344 or sparklesnshinecleaning@outlook.com.

1. How You Accept This Agreement

You accept this Agreement when you do any of the following: check the acceptance box at online checkout, sign this Agreement or one of our estimate forms (on paper or electronically), confirm a booking by phone, text, or email, or allow our team to begin service. Electronic acceptance and electronic signatures have the same effect as a handwritten signature.

Estimates signed in person. When an estimate form is signed by our representative at your property, it becomes binding on us once reviewed by company management. Approval is assumed unless we tell you otherwise within 24 hours of management receiving it.

Your 3-day right to cancel (in-home sales only). If you sign an agreement with us in person at your home, federal law gives you the right to cancel it within three business days. We will give you the written cancellation notice when you sign, and we will honor it. This right does not apply to bookings made entirely online, by phone, or by text. Those bookings follow Section 9.

2. Our Services

We provide residential cleaning, recurring cleaning, move-in and move-out cleaning, apartment and condo cleaning, Airbnb and short-term rental turnovers, post-construction cleaning, pre-listing cleaning, and commercial cleaning. Commercial and specialty projects may be covered by a separate written proposal, which controls if it conflicts with this Agreement.

Your service includes the cleaning level and any add-ons you booked. What each level includes is described in our cleaning checklist at sparklesnshinecleaning.com. Anything outside that scope requires your approval and may cost extra.

Services we do not provide: handling bodily fluids, biohazards, or crime scene cleanup; mold remediation; pest infestations; hoarding cleanouts; moving or lifting heavy furniture or appliances; work on roofs or at heights; and any task our team considers unsafe. We may use a step ladder of up to two steps for light fixtures, fans, and high dusting when the Ladder Use add-on applies.

Move-out and pre-listing cleans follow our checklist. Landlords, property managers, and buyers use their own standards, so we cannot guarantee the return of a security deposit or the result of any inspection.

Post-construction cleans: fine construction dust can continue to settle for several days after cleaning. A follow-up dusting visit can be booked separately.

3. Estimates, Pricing, and Changes

Online estimates are calculated from the information you provide, such as square footage, cleaning level, and add-ons. Your price covers the scope you booked. A minimum charge of \$130 applies to each visit.

If your home differs from what was described. We check the size and condition when we arrive. If the size is more than 10% different from what you told us, or the condition is much worse, we will tell you before we start. If your home is bigger or in worse condition, you may approve an adjusted price, reduce the scope to match what you paid, or cancel. If your home is smaller, we adjust the price to the real size and refund the difference. The \$130 minimum charge still applies. If you cancel because the information you gave us was materially inaccurate, a \$50 trip fee applies and we refund the rest of any prepaid amount.

Extra time and added work are billed at \$75 per cleaner per hour, and only after you approve them. Our team will always ask first. Items that have their own listed price, such as water stain and heavy buildup removal, are billed at that listed price instead of the hourly rate, also only after you approve them. If a recurring visit is skipped, the next visit may need extra time because of added buildup, and that time is also billed only with your approval.

Price changes. Our prices may change. For recurring plans, we will give you at least 14 days' notice before a new price applies to your plan.

4. Payment, Processing Fees, and Disputes

- **Online bookings** with an instant price are paid in full at booking through our secure payment processor. A booking is confirmed only after payment succeeds.
- **Quoted services** are paid before service unless we agree otherwise in writing.
- **Accepted payment methods:** debit and credit cards and digital wallets through our online checkout, and Zelle, Cash App, cash, check, or money order when arranged with us.
- **Card security:** card payments are processed by Stripe. We never see or store your full card number.

Credit card processing surcharge. To cover the cost of processing a credit or charge card transaction, and pursuant to section 5-2-212, Colorado Revised Statutes, a seller or lessor may impose a processing surcharge in an amount not to exceed 2% of the total payment made for goods or services purchased or leased by use of a credit or charge card. A seller or lessor shall not impose a processing surcharge on payments made by use of cash, a check, or a debit card or redemption of a gift card. When a surcharge applies, it is shown as a separate line before you pay.

Your own payment fees. Fees charged to you by your own bank, card issuer, or payment app, such as foreign transaction fees, overdraft fees, or instant transfer fees, are your responsibility. You chose that payment method, and those fees are not charged by us.

- **Returned checks and failed payments** carry a \$20 fee, plus the unpaid amount.
- **Late balances:** balances more than 30 days past due accrue a late charge of 1.5% per month (18% per year), or the highest rate allowed by law, whichever is lower.
- **Collection:** if we must collect an unpaid balance, you agree to pay reasonable collection costs as allowed by law. Attorney fees are covered in Section 24.

Payment disputes and chargebacks. If you have a concern about a charge, please contact us first so we can make it right. Disputing a charge with your bank or card issuer for services that were completed as booked, or accepted under Section 12, is a breach of this Agreement. In that case we may share your signed completion form, booking records, photos, videos, and communications with your card issuer. You remain responsible for the amount owed, plus the dispute or chargeback fee our payment processor charges us and any collection costs.

5. Card on File Authorization

When you pay online, your card is saved securely with Stripe. By accepting this Agreement, you authorize Sparkles-N-Shine Cleaning LLC to charge that card for:

- additional services or extra time that you approve during or after your visit, charged after the clean is completed;
- each visit of a recurring plan that you set up with us;
- cancellation, lockout, or trip fees under Sections 3 and 9;
- dispute fees under Section 4; and
- the first-time discount amount if Section 6 applies.

We send a receipt for every charge. You may ask us to remove your saved card at any time, unless an approved charge is still pending.

6. First-Time Customer Discount

New customers receive 10% off their first clean, one time only, and one per household. We verify new customer status using phone number, email address, and service address with last name. If we find that you have booked with us before, the discount does not apply. If it was already applied, we will charge the discount amount to your card on file and send you a receipt. The discount cannot be combined with other offers unless we say so in writing and does not apply to gift card purchases.

7. Recurring Plans

Your recurring plan continues until you cancel it. Each visit is charged at your plan rate to your card on file. You can cancel at any time by calling, texting, or emailing us, and cancellation takes effect for any visit more than 48 hours away. We confirm every cancellation in writing.

- Plans are offered weekly, every two weeks, or monthly at our published rates for a standard recurring clean. Add-ons are optional and charged only for the visits you request them.
- When you enroll, we send you a written confirmation of these plan terms, including how to cancel.
- To skip or reschedule one visit, please give at least 48 hours' notice. Section 9 applies to shorter notice.
- Visits that fall on a holiday may be moved to the nearest available date.
- Before your plan reaches one year, and each year after that, we will remind you in writing that it continues and how to cancel.

8. Scheduling, Access, and Arrival

- **Hours:** Monday through Friday, 8:00 AM to 5:00 PM. Saturdays by appointment. Closed Sundays and major holidays.
- **Preferred dates:** we do our best to honor the date and time window you choose. If it is not available, we will contact you to confirm another date.
- **Arrival:** we arrive within your confirmed time window. If we are running late, we will let you know, and if we arrive more than one hour after the window ends, you may reschedule with no fee.
- **Access:** please provide access at the scheduled time. An adult age 18 or older must let us in or provide entry instructions. Our team will not begin service if only minors are present.
- **Keys, codes, and alarms:** we store keys and access codes securely, use them only for your service, and never copy keys. Keys are returned within 5 business days after service ends. We lock doors and set alarms as you instruct, and we are not responsible for alarm fees caused by missing or incorrect codes, or for doors and windows left open by others.
- **Utilities:** working water, electricity, and lighting are required at no cost to us.
- **Parking:** if paid parking is the only option at your property, the parking cost is added to your invoice.

9. Cancellation, Rescheduling, and Lockouts

Our team's schedule is reserved for you, and a late cancellation usually means that time cannot be filled. Please give us as much notice as you can. Notice counts when we receive your call, text, or email, including outside business hours. Hours are counted back from the start of your arrival window.

Situation	What applies
Cancel or reschedule 48 hours or more before your visit	No fee. If you reschedule, your payment moves to the new date. If you cancel, we refund it in full.
Cancel or reschedule between 24 and 48 hours before your visit	\$50 late cancellation fee.
Cancel or reschedule less than 24 hours before your visit, including the same day	\$100 late cancellation fee.
Lockout, no access after we wait 15 minutes, or unsafe or undisclosed conditions that prevent service	Up to 50% of the booked price.

Any fee is deducted from your prepaid amount or charged to your card on file, and the rest of any prepaid amount is refunded or applied to your new date. We both agree these fees are liquidated damages and not a penalty: the time, travel, and lost booking a late cancellation costs us is hard to measure when you book, and these amounts are a reasonable estimate of that loss. Refunds go back to your original payment method, and most banks post them within 5 to 10 business days. We may cancel or reschedule because of severe weather, illness, or emergencies. When that happens, you choose a new date or a full refund, and we have no other liability. Repeated late cancellations or lockouts may lead us to decline future bookings.

10. Your Responsibilities

- **Accurate information.** You confirm that the information you give us about your property and needs is accurate. We are not responsible for problems or damage caused by missing or inaccurate information.
- **Tell us in advance about:** allergies or sensitivities; surfaces that need special care, such as marble, granite, natural stone, hardwood, or antiques; fragile, valuable, or sentimental items; pets; children; anyone who is ill; security cameras that record audio; and any hazards.
- **Prepare your home.** Please pick up clothing, toys, and clutter before your visit so we can focus on cleaning. If you would like us to pick up or tidy, that service is billed at \$50 per cleaner per hour with a one-hour minimum. Excessive clutter may require rescheduling.
- **Secure valuables.** Please put away cash, jewelry, firearms, medications, important documents, and irreplaceable items before we arrive.
- **Pets.** Please secure pets that may be anxious or aggressive. We do not clean pet waste. Doors must be opened during service, so please keep pets that might run out secured. You are responsible for any injury or damage your pets cause to our team or equipment.
- **Children.** Children must be supervised by an adult in the home. Our team members do not provide childcare.
- **Respect.** Please treat our team with courtesy. Your home security cameras are fine, but please do not follow our team from room to room while they work.
- **Changes go through the office.** Our cleaners cannot change your scope, price, or this Agreement. Please make any requests through our office by phone, text, or email.

11. Cleaning Products, Allergies, and Eco Products

We use professional-grade cleaning products that are safe for most households. Eco-friendly products are available on request for \$15 per visit. Please tell us about any allergies or sensitivities before your visit so we can adjust. We are not responsible for reactions to allergies or sensitivities that were not disclosed. If you ask us to use your own products or equipment, we use them at your risk and are not responsible for their cost, performance, or replacement.

12. Final Walkthrough, Completion Form, and Satisfaction Guarantee

At the end of every visit, you will be asked to do a final walkthrough with our team and sign a Completion and Satisfaction Form, on paper or electronically, confirming the work is complete and satisfactory or listing anything that needs attention. Anything you list will be fixed before we leave whenever possible.

- **Once you sign**, the service is accepted as complete and satisfactory for everything that was visible during the walkthrough, and no re-clean, refund, or credit is owed for those items afterward.
- **If you are not home**, we send the form to you electronically with photos of the completed work. You have 24 hours to report any issue. If we do not hear from you within 24 hours, the service is accepted as complete and satisfactory.
- **If you decline to sign** without naming a specific problem, the service is accepted as complete when our team leaves, and our team will document the completed work with photos and video.
- **Our guarantee:** if you report an issue on the form, or report within 24 hours an issue that could not reasonably be seen during the walkthrough, we will come back and re-clean those areas at no extra charge. Please allow us access within 7 days of your report.

A re-clean of the affected areas is the remedy under this guarantee. It does not cover areas outside the scope you booked, areas you asked us to skip, or conditions noted at the visit. Refunds for completed services are not offered except where required by law.

13. Damage, Breakage, and Claims

We take great care in your home, and Sparkles-N-Shine Cleaning LLC carries general liability insurance and workers' compensation coverage.

- **Report damage within 24 hours** of your visit, with photos. Please keep the damaged item and allow us to inspect it.
- **If damage is caused by our negligence**, we will, at our choice, repair the item or pay its actual cash value. Actual cash value is the cost to replace the item with a similar one, minus a reduction for its age, wear, and condition at the time of the damage. If you have proof of the item's value, such as a receipt, photo, or model number, please send it with your report. Sentimental value is not covered.
- **High-value items:** please tell us in writing before your visit about any single item worth more than \$500. For items that were not disclosed, our responsibility is limited to \$500 per item.
- **We are not responsible for:** pre-existing damage or wear; items that were improperly installed, loose, or defective; surfaces or items needing special care that were not disclosed; damage from following your instructions or using your products; normal wear and tear; and damage from pets, pests, or hidden conditions.

Limit of liability. Except for property damage handled as described above, and except for claims that the law does not allow us to limit, such as gross negligence or willful misconduct, our total liability for any claim arising from a service is limited to the amount you paid for that service. We are not liable for indirect or consequential losses, such as lost income or lost use of property.

14. Lost Items and Theft Concerns

Our team members are background-checked, and we take every concern seriously. If something seems to be missing, please tell us within 24 hours and search your home first, since most items turn up after being moved during cleaning. For any theft allegation, we will cooperate fully with law enforcement, and a police report is required before we or our insurer consider a claim. We do not reimburse losses that cannot be verified. Accusations made in bad faith may lead us to end service, and we reserve all of our legal rights.

15. Health and Safety

Our team's safety comes first. We may decline, pause, or end a visit if conditions are unsafe or unsanitary, including bodily fluids, biohazards, mold, pests, illegal drug use, or weapons left out in the open.

- **Pests:** if an infestation such as bed bugs, cockroaches, or rodents is found, we will stop service, and you will be charged for the time on site. Future service may be paused until the problem is treated.
- **Illness:** please tell us before your visit if anyone in the home is sick or has been exposed to a contagious illness. We may reschedule to protect our team, with no fee to either side.

16. Respect for Our Team: Harassment and Misconduct

We have zero tolerance for harassment of our team members. Our cleaners work inside private homes, and their safety and dignity are protected by this Agreement.

While our team is at your property, you and everyone in the home must not engage in sexual harassment or any unwelcome conduct toward our team members. This includes:

- sexual comments, jokes, propositions, or requests for sexual acts;
- unwanted touching, hugging, blocking a team member's path, or any physical contact;
- being nude or partially dressed in front of our team, or showing sexual images or videos;
- recording a team member in a bathroom or while they are changing, or recording them for any sexual purpose;
- threats, intimidation, slurs, or offensive comments about a person's sex, race, religion, national origin, disability, age, sexual orientation, gender identity, or any other protected characteristic; and
- being intoxicated or acting in a way that makes our team feel unsafe.

If any of this happens:

- our team will leave immediately, the visit is charged in full, and no refund is owed;
- we may end all future service with you;
- we may report the conduct to law enforcement, and we will support any team member who chooses to file a police report or seek a protection order;
- you are responsible for all harm caused, including our lost revenue, the cost of replacing scheduled work, and our reasonable attorney fees and court costs; and
- we and our affected team members keep every legal right and remedy available, including civil claims against the person responsible.

Nothing in this Agreement limits a team member's own right to report a crime or to take legal action personally.

17. Photos, Videos, and Recordings

We own our photos and videos. We may take photos and videos before, during, and after every service using our own devices. All photos and videos we take belong to Sparkles-N-Shine Cleaning LLC.

Your permission. By accepting this Agreement, you give Sparkles-N-Shine Cleaning LLC permanent, irrevocable, royalty-free permission to take photos and videos of your property, the areas we clean, and our work, and to use, edit, publish, and share them for any business purpose. That includes our website, social media, advertising, printed and direct mail marketing, quality control, training, and evidence in any dispute. No payment, notice, or further approval is required. This permission continues after service ends, and we are not required to remove content once it has been published.

How we protect your privacy. Your personal information stays private. Before we publish any photo or video, we remove, blur, or crop anything that identifies you or your household, including:

- people's faces, including children, unless that person has given separate permission;
- your street address, house number, and license plates; and
- mail, documents, IDs, account or payment information, prescription labels, family photos, and other personal details.

Our videos do not record private conversations that our team is not part of.

Call recording. We may record phone and video calls with you for quality, training, and our records. Colorado law allows a call to be recorded with the consent of one party to the call, and by calling us or accepting our calls you also consent to recording.

18. Communications and Marketing

Service messages. By contacting us or booking with us, you agree that we may call, text, and email you about your estimates, appointments, payments, and service. Message and data rates may apply.

Marketing. By contacting us or doing business with us, you also agree that we may send you emails and contact you by phone or text about our services, offers, and promotions. You do not need to sign up. You can stop marketing messages at any time by using the unsubscribe link in any email, replying STOP to any text, or simply telling us. We honor every request within 10 business days. Stopping marketing messages does not stop service messages about a booking.

Automated marketing texts. Text messages sent in bulk or by an automated system for marketing are sent only if you separately agree to receive them, for example by checking a box when you book or on the form at the end of this Agreement. Agreeing is never required to buy our services.

19. Privacy and Confidentiality

We take your privacy seriously. Your name, contact details, payment information, access codes, and personal details about your home and household are kept confidential and protected as required by Colorado law. We do not sell your personal information. Our Privacy Policy at sparklesnshinecleaning.com explains what we collect and how we use and protect it.

20. Gift Cards, Promotions, and Loyalty Rewards

- **Purchased gift cards** can be used toward any of our services and are valid for at least five years from the date of purchase. We charge no fees on gift cards. If the remaining balance is \$5 or less, you may ask for it in cash. Gift cards are not redeemable for cash except as required by law, and lost or stolen cards are replaced only if we can verify the purchase.
- **Promotional vouchers** that we give away at no cost expire on the date printed on them and have no cash value.
- **Loyalty rewards:** after every 10 completed cleanings, you receive one free flat-price add-on of your choice, such as inside oven or refrigerator cleaning.

21. Our Team and Non-Solicitation

All cleaners are employees or authorized representatives of Sparkles-N-Shine Cleaning LLC. Our team members are free to work for anyone they choose. Our business, however, depends on the team we recruit, background-check, train, and insure. If you hire, directly or through another person or company, anyone who cleaned your property as our team member within 12 months after their last visit to your property, you agree to pay us a placement fee of \$1,500. We both agree this fee is liquidated damages and not a penalty: our loss of the client relationship and the cost of recruiting and training a replacement are hard to measure in advance, and \$1,500 is a reasonable estimate of them.

22. Our Right to Refuse or End Service

We may refuse or end service at any time if our team is threatened, harassed, treated inappropriately, or placed in an unsafe situation, or after repeated late cancellations or lockouts. If we end a visit for these reasons, the amount paid for that visit is not refunded.

23. Events Beyond Our Control

We are not liable for delays or missed services caused by events beyond our reasonable control, including severe weather, natural disasters, power or utility outages, illness, pandemics, government orders, and road closures. When that happens, we will reschedule at the earliest available date or refund amounts paid for services not performed.

24. Resolving Disputes and Legal Protections

- **Notice first.** Before filing any claim, the person with the concern must send the other a written notice that describes the problem, the amount involved, and any supporting evidence. We will both then work in good faith for 14 days to resolve it. Neither of us will file a claim before that period ends, except to stop a deadline from passing.
- **Court, not arbitration.** Disputes are decided in court, not by arbitration. Claims within the Colorado small claims limit, currently \$7,500, are filed in the small claims court of Adams County, Colorado. Larger claims are filed in the county or district courts of Adams County, Colorado.
- **Records of service.** Signed completion forms, photos, videos, call recordings, texts, emails, booking and payment records, and our team's time records are business records of the service and may be used as evidence. Electronic signatures and electronic records have the same legal effect as paper.
- **Attorney fees and costs.** In any legal action about this Agreement or our services, including collection of an unpaid balance, the winning party may recover its reasonable attorney fees, court costs, and collection costs from the other party.
- **Individual claims.** To the extent the law allows, claims must be brought individually and not as part of a class or representative action.
- **Responsibility for others in your home.** You are responsible for claims, damages, and costs caused by your guests, tenants, pets, or anyone else at the property, and for injuries to our team caused by hazards you knew about and did not disclose.
- **Reviews.** We welcome honest reviews, and nothing in this Agreement limits your right to post one. If a post states false facts about us or our team, or contains a team member's personal information, we may respond publicly, ask the platform to remove it, and use any legal rights we have. We reserve all of those rights.
- **Governing law.** This Agreement is governed by the laws of the State of Colorado.

25. General Terms

- **Entire agreement.** This Agreement, together with your booking confirmation, any written estimate or proposal, and our published prices, is the entire agreement between us. Oral promises are not part of it.
- **Changes.** Changes to this Agreement must be in writing and approved by our office. We may update these terms. The version posted on our website when you book applies to that booking. For recurring plans, updated terms apply to visits after we notify you.
- **Severability.** If any part of this Agreement is found unenforceable, it will be enforced to the extent allowed, and the rest stays in full effect.
- **No waiver.** If either of us does not enforce a term right away, that term can still be enforced later.
- **Notices.** We may send notices to the phone number or email address you gave us. You may contact us at (303) 419-0344 or sparklesnshinecleaning@outlook.com.
- **Survival.** Sections on payment, card authorization, damage and liability, harassment, photos and videos, non-solicitation, and disputes continue after service ends.
- **Translations.** If this Agreement is provided in Spanish or another language, the English version controls if the two differ.

26. Acknowledgment and Acceptance

By signing below, or by accepting this Agreement online, you confirm that you have read, understood, and agree to these Terms and Conditions.

Client Name	Service Address
Client Signature	Date
Accepted by Sparkles-N-Shine Cleaning LLC	Date

Optional: [] Yes, send me automated promotional text messages at the number I provided. Message and data rates may apply. Reply STOP to opt out. Agreeing is not required to buy any service.

Online bookings: this Agreement is accepted electronically at checkout, and that acceptance takes the place of a handwritten signature.