CUSTOMER SERVICE AGREEMENT

Home Organizing Services

CLIENT INFORMATION

Client Name: _____

Project / Job Title or Space: _____

1. HOURLY RATE & BILLABLE TIME

My hourly rate ranges from $55–$75 per hour, depending on the type and scope of the project. The applicable hourly rate and estimated time commitment will be discussed and agreed upon during the initial project evaluation.

Billable time includes work performed at the project location and off-site work related to the project. This may include planning and design, coordinating, researching and sourcing products, purchasing or managing supplies, and removing or transporting trash and donation items.

2. PROJECT ESTIMATE & EXPENSE APPROVAL

At the initial evaluation, we will discuss the anticipated scope of work, applicable hourly rate, estimated hours, and expected product or supply costs.

Estimated Total Project Cost: $_____

These figures are estimates and are not guaranteed final costs. Actual charges will depend on the time required to complete the project and any approved products, supplies, or additional services.

If the project requires substantially more time than anticipated or involves additional expenses, I will discuss the changes with you before proceeding whenever reasonably possible.

Client approval is required before purchasing organizing products or incurring significant additional expenses outside the agreed-upon estimate.

3. PRODUCTS & SUPPLIES

Organizing Products

I may recommend organizing products to help sort, store, and contain items in your home. You will have the opportunity to review and approve recommended products before they are purchased.

Products are typically ordered online, delivered to me, and brought to your home for installation. Products that come in multipacks will be charged as a whole even if all parts are not used. Leftover products from these packs will be yours to keep if desired.

The product charge will include the item's purchase price, applicable sales tax, and shipping costs, if any. This amount will be rounded up to the nearest whole dollar. A **20% handling fee** will also be added to cover the time and effort involved in ordering, receiving, managing, transporting and returning products as needed.

Basic Supplies

Basic supplies, such as cleaning solutions, trash bags, resealable bags, sticky notes, and tape, will be provided at no additional cost.

Labeling

Standard label-maker labels will be provided at no additional cost for projects needing up to 10 labels. Projects requiring additional labels may incur an additional labeling fee of $10, $20, or $30, depending on the scope of the project. Any applicable fees will be discussed and agreed upon in advance.

4. TRAVEL FEES

I am based in the Cedar City, Utah, area. Travel within my normal Cedar City service area is included in my standard service arrangements.

Projects located outside the main Cedar City area may incur an additional travel fee to cover travel time and expenses. If applicable, this fee will be discussed and agreed upon during the initial project evaluation.

5. PAYMENT

Payment may be made by cash, check, or Venmo on the day of service, unless other arrangements have been agreed upon in advance.

- **Venmo:** @Jennifer-Brinkerhoff
- **Checks payable to:** Jennifer Brinkerhoff

Payment for services, products, and applicable fees is due as agreed upon.

6. CANCELLATION & RESCHEDULING POLICY

If you cancel or reschedule a scheduled project with less than 24 hours' notice before the agreed-upon start time, a cancellation or rescheduling fee equal to one hour at your agreed-upon hourly rate will be charged.

If I need to cancel or reschedule with less than 24 hours' notice, you will receive a credit equal to one hour at your agreed-upon hourly rate toward a future service.

7. PHOTOGRAPHY & PHOTO AUTHORIZATION

Photos may be taken during the project to document progress and the results of the organizing work. Care will be taken to avoid including identifying information or personal details whenever possible.

Photos may be retained for business records. Any use of photos for social media, websites, advertising, or other promotional purposes will be subject to the client's selection below.

Please select your photo preferences:

☐ **Business Records Only:** Photos may be taken and retained for private business documentation but may not be used for public promotional purposes.

☐ **Anonymous Promotional Use:** Photos may be used for social media, websites, and promotional materials, provided reasonable efforts are made to remove identifying information and avoid identifying me or my household.

☐ **Identifiable Promotional Use:** I give permission for photos that may identify me, my household, or my home to be used for promotional purposes.

I understand that I may decline promotional photo use without affecting the organizing services provided.

Client Initials: _____

If I wish to change my photo preferences, I will communicate that request to the service provider. Any request to remove previously published photos will be handled reasonably, although removal from third-party platforms or previously distributed materials may not always be possible.

8. PRIVACY & CONFIDENTIALITY

I understand that working in your home and handling personal belongings is a matter of trust. Any personal information or details I encounter while sorting, organizing, or categorizing your belongings will be treated with respect and kept confidential.

I will not share personal details about you, your household, or your project with others. If I refer to a project in general terms, I will limit the description to the organizing work performed and, when appropriate, the type of space involved, such as a kitchen, laundry room, or storage area.

Please let me know if you have additional privacy concerns or specific requests regarding your project.

9. CLIENT ACKNOWLEDGMENT & AGREEMENT

By signing below, I acknowledge that I have read, understood, and agree to the terms outlined in this Customer Service Agreement, including the hourly rate, billing practices, project estimates, product and handling fees, travel fees, payment terms, cancellation policy, and privacy provisions.

I understand that project estimates are approximate and that additional time or expenses may be necessary. I agree that additional products and significant expenses outside the agreed-upon estimate require my approval before proceeding.

Printed Name: _____

Signature: _____

Date: _____