

# WHAT TO EXPECT

*We strive to provide you with the excellent experience you deserve from start to finish. Please take a few minutes to review these tips and procedures:*

## Prior to our arrival

- We will call the day before to confirm your service date and time.
- Please move any delicate or breakable objects near your windows.
- If you have requested storm window cleaning in addition to our standard cleaning services, please check that all windows can be opened and closed.

## When we arrive

- We will park in the street so that we are not blocking your driveway.
- Our team will introduce themselves to you and verify the services that will be performed.

## What we mean by

### "All windows and doors cleaned"

We will clean all glass on our estimate to spotless condition. Our standard cleaning does not include removal of paint, hard water or chemical stains.

## What we mean by "Wipe sills"

We will wipe your sills and tracks with a towel. Deep clean track services can be requested prior to your scheduled cleaning for an additional charge.

## What we mean by "Clean screens"

We will remove screens from their tracks and wipe them down.

## While we are cleaning

- If we notice any issues or hazards, we will notify you immediately.

## Before we leave

- We will check that all doors, windows, and gates are closed.
- We will walk through your home with you to ensure you are pleased with the services provided.

## Our cleaners

Our professional cleaners are bonded, insured, and wear uniforms. All cleaners receive ongoing safety and skills training to ensure their safety and the safety of your property.

## Payment options

We accept cash, checks, and all major credit cards for your convenience.

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