



Mint Clean, LLC – Commercial Client Agreement & Service Disclaimer

Service Standards & Satisfaction Guarantee

Mint Clean, LLC offers a 24-hour satisfaction guarantee for commercial services. Any concerns must be reported within 24 hours of service completion and may require photo documentation. Satisfaction is fulfilled through re-cleaning missed or deficient areas. Monetary refunds are not issued. Services are not guaranteed beyond 24 hours after completion. Cleaning results may vary based on condition, materials, usage, and prior maintenance. Mint Clean, LLC does not guarantee the removal of permanent staining, discoloration, wear, odors, mineral buildup, or pre-existing damage.

Estimates, Scope & Pricing

Commercial pricing is based on an in-person walkthrough evaluating fixtures, flooring, appliances, and overall condition. Pricing is per job, not hourly. Pricing will not increase unless the condition of the property materially differs from what was originally assessed or additional services are requested. If conditions exceed the original scope, revised pricing or a Change Order will be quoted and approved prior to service. All recurring commercial services require an Initial or Deep Cleaning prior to the start of maintenance service.

Payment Terms

Commercial clients may be approved for Net 15 or Net 30 payment terms, or may be required to pay at the time of service, as stated in the approved estimate or service agreement. Late or past-due invoices may be subject to a \$20 late fee per week, and Mint Clean, LLC reserves the right to suspend or discontinue services for non-payment or repeated late payment. Accepted payment methods include cash, check, and approved electronic payment options. Clients paying by check must ensure payment is delivered to the Mint Clean, LLC office or left in a clearly designated and accessible location at the property.

Client-Initiated Discontinuation of Services

Commercial clients may discontinue recurring services for any reason **only with 30 days' written notice** provided to the Mint Clean, LLC office prior to the requested cancellation date. Services scheduled within the 30-day notice period remain billable and payable under the agreed terms. Failure to provide proper notice does not relieve the Client of payment obligations.

Cancellations, Adjustments & Lock-Outs

A minimum of 48 hours' notice is required for appointment cancellations or schedule adjustments. Appointments cancelled or adjusted without proper notice may result in a charge of up to 50% of the scheduled service cost. If Mint Clean, LLC is unable to access the property at



the scheduled time (lock-out), a 50% service fee will apply. Repeated cancellations, excessive rescheduling, or inconsistent use of scheduled services may result in changes to service frequency, pricing, or eligibility for ongoing service.

Skipped Appointments (Recurring Services)

If a recurring service appointment is skipped or missed, a flat restoration fee will be applied to the next service to account for increased preparation, supplies, service disruption, and potential scope changes: Weekly: \$50, Biweekly: \$80, Monthly: \$120. If, upon arrival, the condition of the property materially exceeds the scope of the regularly scheduled service due to missed appointments, Mint Clean, LLC reserves the right to reprice the service as a new job or require a Change Order, which will be quoted and approved prior to service.

Rescheduling by Mint Clean, LLC

Mint Clean, LLC makes every effort to complete services as scheduled. However, due to circumstances beyond our control—including employee illness, emergencies, severe weather, or unforeseen operational issues—Mint Clean, LLC reserves the right to reschedule services. Rescheduling by Mint Clean, LLC does not constitute a breach of this agreement.

Client Removal & Discontinuation of Service (Company-Initiated)

Mint Clean, LLC reserves the right to immediately discontinue or refuse service **without the 30-day notice requirement** only for cause, including but not limited to non-payment, repeated cancellations or lock-outs, unsafe working conditions, unsecured aggressive animals, failure to meet preparation requirements, discovery of biohazards or infestations, unauthorized individuals onsite, conflicting instructions from multiple representatives, or inappropriate or disrespectful behavior toward staff. In such cases, Client remains responsible for payment of any services already performed, applicable fees incurred, or outstanding balances.

Except for termination for cause as outlined above, Mint Clean, LLC will provide reasonable notice prior to discontinuing services. Nothing in this section alters the Client's obligation to provide **30 days' written notice** to discontinue recurring services.

Authorized Representative

Client agrees to designate an authorized representative for service instructions, approvals, scheduling changes, and communication. Mint Clean, LLC is not responsible for service issues, delays, or scope changes resulting from conflicting instructions provided by multiple individuals.

Pets, Safety & Client Responsibility

Mint Clean, LLC is pet-friendly; however, unfriendly or aggressive animals must be securely confined. If animals create unsafe working conditions, Mint Clean, LLC may discontinue service



immediately and apply applicable fees. Client assumes responsibility for any injury, medical costs, or related expenses incurred as a result of unsecured animals.

Biohazards, Infestations & Equipment Replacement

Mint Clean, LLC does not clean biohazards under any circumstances. Biohazards include, but are not limited to, human or animal waste, blood, bodily fluids, vomit, used needles, or any condition requiring specialized protective equipment or certification. Mint Clean, LLC does not provide services in properties with active, transferable insect or rodent infestations. If an infestation is identified before or during service, Mint Clean, LLC reserves the right to discontinue service immediately. Client agrees to be financially responsible for the replacement cost of any equipment or supplies that must be discarded to prevent cross-contamination.

Furniture & Scope Limitations

Mint Clean, LLC does not move furniture of any kind. Electronics are cleaned by dry dusting only. High dusting is performed only within safe reach using approved equipment.

Scope Limitations & Change Orders

If additional work is required due to unforeseen conditions or changes in scope beyond the original estimate, a Change Order may be required. Change Orders are priced per job, based on the additional labor, materials, time, and resources required, with a minimum Change Order value of \$100, and must be quoted and approved prior to continuation of services.

Client Preparation & Access Requirements

Client agrees to provide safe access to the property, including working utilities, reasonable preparation of the workspace, removal of clutter from service areas, and securing of unfriendly animals. Mint Clean, LLC may discontinue service if unsafe conditions are encountered.

Occupied Workspaces

Mint Clean, LLC is not responsible for service limitations, missed areas, or disruptions caused by ongoing business operations, employee activity, or occupied workspaces during scheduled cleaning times.

Add-On Services

Commercial add-on services may be available with 48 hours' notice, subject to availability. Add-on services are quoted separately and must be approved prior to service.

Service Documentation & Photography



Client acknowledges that Mint Clean, LLC may take photos of service areas before, during, or after service for quality assurance, documentation, training, and liability purposes. No identifying or personal items will be used publicly without prior client consent.

Damage & Liability

Any damage believed to be caused by Mint Clean, LLC must be reported within 24 hours of service completion and supported with reasonable proof. If responsibility is confirmed, Mint Clean, LLC will repair or replace the item with one of equal or lesser value. Total liability is limited to the amount paid for the service giving rise to the claim.

Theft Allegations & Reporting

Any allegation of theft must be reported within 24 hours of service completion and supported with reasonable documentation. Mint Clean, LLC is not responsible for cash, jewelry, medications, personal documents, or other unsecured high-value items left accessible on the property. False or unsubstantiated allegations may result in immediate discontinuation of services.

Force Majeure

Mint Clean, LLC shall not be held responsible for delays or failure to perform services due to events beyond its reasonable control, including severe weather, natural disasters, power outages, road closures, or emergencies.

Governing Law & Venue

This agreement shall be governed by and construed in accordance with the laws of the State of Wyoming. Any legal action arising from this agreement shall be brought in the appropriate courts located within the State of Wyoming.

Policy Updates, No Waiver & Severability

Mint Clean, LLC reserves the right to update its Client Service Policies from time to time. Continued use of services constitutes acceptance of current policies. Failure to enforce any provision shall not be deemed a waiver of future enforcement. If any provision is held invalid or unenforceable, the remaining provisions shall remain in full force and effect.