



Mint Clean LLC Client Agreement & Service Disclaimer

Service Standards & Satisfaction Guarantee

Mint Clean, LLC offers a 24-hour satisfaction guarantee. 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.

Cleaning results may vary based on condition, materials, prior maintenance, and usage of the home. Mint Clean, LLC does not guarantee the removal of permanent staining, discoloration, wear, pet odors, mineral buildup, or pre-existing damage.

Payment Terms

Payment is due at the time of service. Late payments may be subject to applicable fees. Accepted payment methods include cash, check, and approved electronic payment options.

Client-Initiated Discontinuation of Services

Mint Clean, LLC does not require long-term service contracts. Clients may choose to discontinue ongoing services at any time.

All requests to discontinue services must be communicated directly to the Mint Clean, LLC office by phone during normal business hours. Requests made via text message, email, social media, voicemail outside of business hours, or directly to cleaning technicians are not considered valid notice.

Discontinuation of services does not cancel or waive any fees or obligations related to services already scheduled. All applicable cancellation, lock-out, skipped appointment, or other fees remain enforceable for appointments that fall within the required notice period. Client is responsible for ensuring the request is received and confirmed by the Mint Clean, LLC office.

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 recurring service.

Skipped Appointments (Recurring Services)

If a recurring service appointment is skipped or missed, an additional 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. Clients will be notified as soon as reasonably possible, and services will be rescheduled at the earliest mutually available date. 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 discontinue or refuse service, with or without prior notice, for reasons including but not limited to repeated missed appointments, excessive rescheduling, lock-outs, non-payment or repeated late payment, unsafe working conditions, unsecured aggressive animals, failure to meet client preparation requirements, discovery of biohazards or infestations, unauthorized individuals onsite, or inappropriate or disrespectful behavior toward staff.

Client remains responsible for payment of any services already performed, applicable fees incurred, or outstanding balances. Discontinuation does not waive any rights or obligations under this agreement.

Pets, Safety & Client Responsibility

Mint Clean, LLC is a pet-friendly company. Pets are not required to be confined unless aggressive, disruptive, or unsafe behavior is observed.

If a pet displays aggression, repeated interference, or behavior that creates an unsafe working environment, Client agrees to securely confine the pet away from service areas for all future appointments.

If aggressive or unsecured animals create unsafe conditions, Mint Clean, LLC may discontinue service immediately and apply applicable fees. Once aggressive behavior has been identified and confinement requested, Client assumes responsibility for any injury, medical costs, or related expenses incurred by Mint Clean, LLC employees as a direct result of failure to secure the animal.

Biohazards, Infestations, Pet Waste & 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, mold remediation, or any condition requiring specialized protective equipment or certification.

Mint Clean, LLC does not provide services in homes with active insect or rodent infestations, including but not limited to fleas, bed bugs, cockroaches, mice, or other pests. If an infestation is identified before or during service, Mint Clean, LLC reserves the right to discontinue service immediately. Applicable cancellation or lock-out fees may apply. Service will not resume until the infestation has been professionally treated and resolved.

Client acknowledges that, depending on the type of infestation, Mint Clean, LLC may be required to dispose of tools, equipment, or supplies to prevent cross-contamination. Client agrees to be financially responsible for the replacement cost of any equipment or supplies that must be discarded as a direct result of infestation exposure at the property.

Pet urine or feces outside of litter boxes may be cleaned only at Mint Clean, LLC's discretion and requires a \$40 pet waste handling fee to cover disposable protective equipment and supplies.



This service must be approved prior to cleaning. Extensive pet waste, repeated occurrences, or unsafe conditions may result in service refusal or discontinuation.

Onsite Presence & Authorized Occupants

For the safety and security of all parties, only permanent residents of the home are permitted to be present during scheduled cleaning appointments.

Non-resident guests, visitors, contractors, service providers, or other third parties are not permitted unless prior approval has been granted by Mint Clean, LLC.

Unauthorized individuals onsite may result in immediate discontinuation of service and applicable fees. Repeated occurrences may result in removal from recurring service. Mint Clean, LLC is not responsible for the actions or belongings of non-resident individuals present during service.

Safety, Access & Property Conditions

Client agrees to provide safe access to the property, including working utilities and reasonable preparation of the home. Mint Clean, LLC does not clean biohazards, pest infestations, or unsafe conditions. If unsafe conditions are encountered, services may be discontinued and applicable fees may apply.

Scope Limitations & Change Orders

Mint Clean, LLC does not move furniture, cleans electronics by dry dusting only, and performs high dusting only within safe reach using approved equipment.

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 approved prior to continuation of services.

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 for marketing or public purposes 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.

Mint Clean, LLC's total liability for any claim arising from services provided shall be limited to the amount paid for the service giving rise to the claim.

Theft Allegations & Reporting

Mint Clean, LLC takes allegations of theft seriously. All employees are thoroughly vetted, including background checks, and are held to strict professional standards.

Any allegation of theft must be reported to Mint Clean, LLC within 24 hours of service completion and supported with reasonable documentation. Client agrees to cooperate fully with any internal review or investigation.



Mint Clean, LLC is not responsible for missing items unless it is determined, through reasonable investigation, that the loss was directly caused by a Mint Clean, LLC employee while performing services.

Mint Clean, LLC is not responsible for cash, jewelry, medications, personal documents, or other high-value or unsecured items left accessible in the home.

False, fraudulent, 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 but not limited to 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

Mint Clean, LLC reserves the right to update its Client Service Policies from time to time. Clients will be notified of material changes prior to implementation. Continued use of services constitutes acceptance of updated policies.

No Waiver

Failure by Mint Clean, LLC to enforce any provision of this agreement at any time shall not be deemed a waiver of the right to enforce such provision in the future.

Severability

If any provision of this agreement is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

Policies Incorporated by Reference

This agreement incorporates Mint Clean, LLC's Client Service Policies, provided as an attachment to this estimate, which apply to all current and future services unless otherwise stated in writing by Mint Clean, LLC.