

DYNAMIC TOUCH CLEANING LLC



Commercial & Industrial Rates

Business, Health Care, Government & Educational Facilities:

Weekly/ Bi-Weekly rates will be discussed and may vary in pricing depending on the rooms and areas that need cleaning. Please Inquire within to discuss rates. These are the Base Rates for all businesses, Health Care, Government and Educational Facilities.

\$600+	GENERAL (1-6 areas included for one clean on a weekly or bi-weekly basis)
\$800+	DEEP (1-6 areas included for one clean on a weekly or bi-weekly basis)
\$800+	GENERAL (7-10 areas included for one clean on a weekly or bi-weekly basis)
\$1200+	DEEP (7-10 areas included for one clean on a monthly/ as needed basis)

****If 10 or more areas are needing assistance please inquire within to discuss rates.****

Please review our pricing sheet for a more detailed list of prices

TERMS OF SERVICE

Welcome to Dynamic Touch Cleaning LLC ("Company," "we," "our," or "us"). These Terms of Service ("Terms") outline the conditions under which we provide commercial cleaning services ("Services") to businesses and organizations ("Client," "you," or "your"). By requesting or using our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms.

If you do not agree with these Terms, please do not use our Services. We reserve the right to update or modify these Terms at any time, and continued use of our Services after changes are made constitutes acceptance of the updated Terms.

BUSINESS HOURS:

Our business hours are open 24 hours Monday through Sunday for all Commercial and Industrial Cleaning services.

We reserve the right to cancel any scheduled cleaning due to any weather-related issues or any hostile uncomfortable environments.

We are closed on all Major Holidays. We reserve the right to reschedule your appointment if your appointment falls on a holiday.

SCOPE OF SERVICES

We offer a range of professional cleaning solutions for commercial establishments. Our services are designed to maintain cleanliness, sanitation, and hygiene in various business environments. The specific cleaning tasks performed will be detailed in the individual service agreement signed between the Client and the Company.

2.1 General Cleaning

This service includes routine cleaning tasks to maintain a clean and presentable workspace.

General cleaning services may include:

- Dusting and wiping of surfaces, desks, and furniture
- Vacuuming, sweeping, and mopping floors
- Emptying and disposing of trash and recyclables
- Cleaning and sanitizing restrooms, including replenishing supplies
- Cleaning kitchen and breakroom areas
- Spot cleaning walls, doors, and other frequently touched surfaces

2.2 Deep Cleaning

Deep cleaning is a more intensive service that targets accumulated dirt, grime, and bacteria. It is recommended periodically or for spaces requiring detailed sanitation. Deep cleaning includes:

- Carpet shampooing and stain removal
- Floor stripping, waxing, and polishing
- Cleaning and sanitizing light fixtures, vents, and ceiling fans
- Intensive scrubbing of restrooms and kitchens
- Disinfecting high-touch areas such as doorknobs, keyboards, and phones

2.3 Office Cleaning

Our office cleaning services focus on maintaining a professional and sanitary workspace. This service includes:

- Cleaning and organizing workstations and common areas
- Sanitizing office equipment, such as keyboards, monitors, and phones
- Restocking restroom and kitchen supplies
- Window and glass cleaning for a streak-free finish

2.4 Industrial Cleaning

We provide specialized cleaning for warehouses, factories, and industrial facilities, ensuring compliance with safety regulations. Services include:

- Heavy-duty floor scrubbing and degreasing
- Cleaning of machinery and equipment (non-technical)
- Removing industrial dust and debris
- Handling and disposing of non-hazardous waste

2.5 Post-Construction Cleaning

After construction or renovation, we ensure that your space is clean, safe, and ready for use. Services include:

- Removing construction debris, dust, and leftover materials
- Cleaning windows, doors, and trim to remove dust and smudges
- Deep cleaning of floors, carpets, and walls
- Sanitizing newly installed restrooms and kitchens

2.6 Medical Facility Cleaning

We provide specialized cleaning for healthcare settings, ensuring compliance with strict health and sanitation standards. Our medical cleaning services include:

- Disinfecting patient rooms, waiting areas, and treatment spaces
- Proper disposal of medical waste and biohazards (as applicable)
- Cleaning and sanitizing high-risk areas such as operating rooms and examination rooms
- Using EPA-approved disinfectants to minimize the spread of infections

2.7 Retail and Hospitality Cleaning

Cleanliness is essential for businesses in the retail and hospitality industries. Our services include:

- Cleaning and maintaining storefronts, lobbies, and display areas
- Floor care, including sweeping, mopping, and buffing
- Cleaning tables, chairs, and customer seating areas
- Restocking and sanitizing restrooms

2.8 Specialized Cleaning

For clients requiring targeted or high-level cleaning, we offer:

- Pressure washing for exterior surfaces and parking lots
- Window cleaning for high-rise buildings and storefronts
- COVID-19 and infectious disease sanitation, including electrostatic spraying

SERVICE SCHEDULING & AVAILABILITY

- Services are available on a daily, weekly, biweekly, or monthly basis, depending on Client needs.
- One-time deep cleaning and emergency cleaning services are available upon request.
- After-hours and weekend cleaning can be arranged for an additional fee.
- Clients must provide reasonable notice for scheduling adjustments.

CLIENT RESPONSIBILITIES

To ensure efficient and effective service, Clients must:

- Provide access to the premises at the scheduled time.
- Ensure that all security measures (e.g., keys, access codes) are in place.
- Remove any sensitive documents or valuables from workspaces.
- Notify us of any hazardous conditions or special cleaning requirements.
- Inform us of any areas that require restricted access.

PRICING & PAYMENT

- Pricing is based on the size of the facility, the frequency of service, and the level of cleaning required.
- All pricing details will be outlined in the service agreement.
- Payment terms will be determined upon contract agreement (e.g., upfront, monthly, or upon completion).
- Late payments may result in suspension of services and may incur additional fees.
- Additional services requested outside of the agreed contract may result in additional charges.

LIABILITY & INSURANCE

- We are fully insured to cover damages caused by our staff while performing services.
- We are not responsible for damages caused by pre-existing conditions, faulty equipment, or negligence unrelated to our services.
- Any concerns regarding damage must be reported within 24 hours of service completion for review.

HEALTH AND SAFETY COMPLIANCE

- Our cleaning procedures follow industry standards and regulatory guidelines.
- We use eco-friendly and OSHA-compliant cleaning products whenever possible.

- Our staff is trained in the proper handling of cleaning agents and equipment to ensure workplace safety.
- Clients must inform us of any hazardous materials present on-site.

TERMINATION OF SERVICES

- Either party may terminate the contract with [X] days' written notice.
- Immediate termination may occur in cases of:
 - Non-payment beyond the agreed grace period
 - Violation of safety or access policies
 - Unprofessional or unsafe behavior by either party

AMENDMENT & UPDATES

- We reserve the right to update these Terms at any time.
- Clients will be notified of any significant changes before they take effect.
- Continued use of our Services after amendments means acceptance of the new Terms.

CONTACT INFORMATION

For service inquiries, scheduling, or concerns, please contact us:

DYNAMIC TOUCH CLEANING LLC

422 Meyenberg Ave Ripon, Ca 95366

(209)-416-7631

info@dynamictouchcleaningllc.com

www.dynamictouchcleaningllc.com

By using our Services, you confirm that you have read, understood, and agreed to these Terms. If you have any questions, please reach out to us before scheduling your cleaning service. **DTC** is licensed, insured, bonded, and carries workman's comp.

LIABILITY:

1. **DTC** will be as careful as possible with all of your items. Our breakage policy will not cover any irreplaceable hard to find or antique items. Please remove these items 24 hours before the day of cleaning.

2. **DTC** supplies their own equipment and cleaning supplies to free the hassle of having to pull out materials. Our products are tested and trusted, and we are trained to clean with the supplies and equipment that we have. If you would like us to clean with any EcoFriendly product, please request 24 hours before the day of cleaning.
3. **DTC** is an eco-friendly company. We highly value you, your loved ones, and the environment. If you would like us to use your cleaning supplies, request must be made 24 hours before your scheduled clean.
4. **DTC** may use bleach in Bathroom areas only. We will not be held liable for any damages from the chemical of bleach. if you wish for us to use a different chemical, please request 24 hours before the day of cleaning.
5. **DTC** will not be held responsible for any damage sustained to the improper installation of equipment/surfaces. We will assume that all your equipment/surfaces are sealed. Client should notify us prior to arriving of any surfaces/ equipment that are not sealed.
6. **DTC does not use ladders or move items including furniture that weigh more than 30 pounds.** Please move any heavy objects the day before cleaning. This is to protect our safety.

BUSINESS STANDARDS:

1. **DTC** will not clean human feces, pet cages, litter boxes, vomit, or any other biohazards of any sort.
2. **DTC** will not move any furniture. If you would like us to clean behind or under furniture the items you are requesting need to be moved before our arrival and placed back by the customer.
3. **DTC** asks that you turn off your fire alarm, we will not be liable for such costs if the fire alarm is on and is triggered.
4. **DTC** may take pictures for before and after services are complete, you also give us the right to show those pictures on our website.

DTC will not be held liable for any reason if your child slips, falls and injures themselves due to non proper supervision of the parents or adults living in the home.

5. **KEYS: DTC** assures that your space is safe and secure to enter and exit the premises with a key if you wish to do so. This is not required. We do not require you to be present the day of your cleaning. New clients are required to have someone on or around the premises to ensure that a welcome greeting takes place.
6. **INSECTS/BUGS/MICE:** If there is a bug infestation of any sort: Ants, Roaches, Bed Bugs, Fleas, Termites we will not clean your space. Please resolve the issue and call us when the problem has been taken care of. We will also not clean any dead bugs that have been killed with pesticides. **If live or dead bugs are present (inside of the home)**
7. All Facilities including Vendors, Property Management, and Real Estate

companies must have an estimate approved before services can be performed. This eliminates the stress of any miscommunication or confrontation between the customer and DTC.

8. **DTC** requires an assessment to be completed. You to be present for your scheduled assessment/walkthrough. This does not apply to Commercial spaces, vendors, property management or real estate customers. If no one over the age of 18 is present, the assessment will not be completed. If no one is present upon our arrival and we are asked to come another day a \$50 service/travel fee will apply. It is very imperative to be at your assessment.
9. **DTC** will not enter a premise without authorization If you are unavailable to attend the assessment/walkthrough you have scheduled, you must inform DTC within 24 hours prior to your scheduled assessment/walkthrough of who will be present if you will not be attending. If we arrive and there is no one is present, the assessment will not be conducted. You will have to reschedule your walk through.
10. All Facilities including Vendors, Property Management, and Real Estate companies may be given a cleaning agreement to sign for continuous services.
11. A Cleaning Contract/Agreement will be required and provided to Customer with a copy of our Cleaning Proposal, Terms of Service, and Pricing Sheet for record purposes. This is a binding agreement that is signed between DTC and the Customer. The Cleaning Contract/Agreement will go into effect the day it is signed with a start and end day of services no longer needed.
12. **DTC** can provide an Itemized List of everything completed. Please feel free to reach out to us, as we would gladly send that information to you.
13. All invoices are due within 7 days of the day that the invoice was created.
14. **NET15/NET30** accounts are viable with all our facilities including Vendors, Property Management, and Real Estate companies. You must inform DTC of your NET status.
15. **DTC** will revoke your contract/agreement if there is any sexual, verbal, written abuse, or if the environment deems unsafe to our well-being.
16. **DTC** will send out a customer statement/ reminder notice with any open/past due invoices by the 15th and 30th of every month. These are for your records and our records. Please call if there are any questions or concerns regarding an invoice that is given to you or if you are missing an invoice.

By scheduling your booking, you agree to the Terms of Service with Dynamic Touch Cleaning LLC. The terms of service is accessible on our webpage and can be provided via email or in person. By engaging our Services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.

At Dynamic Touch Cleaning LLC, we understand the importance of creating unforgettable moments during special events. That's why we offer a comprehensive cleaning package tailored to

ensure that your venue remains pristine from start to finish. Our dedicated team of cleaning professionals is committed to providing top-notch service, allowing you to focus on making memories that will last a lifetime.

Don't Stress! We got the Mess!

DTC SATISFACTION GUARANTEE:

If you are not satisfied with the service that was performed, please inform us within 24 hours of the service provided. WE WILL happily return and clean the mentioned items at no additional cost.