

## COMMERCIAL & INDUSTRIAL CLEANING TERMS OF SERVICE

Dynamic Touch Cleaning LLC  
“Don’t Stress! We Got The Mess!”



### COMMERCIAL & INDUSTRIAL SERVICE RATES

Business, Healthcare, Government & Educational Facilities

Pricing is based on facility size, condition, scope of work, and service frequency (weekly, bi-weekly, or monthly).

Final pricing will be confirmed in a customized service agreement.

Base Service Rates:

- \$600+ — General Cleaning (1–6 areas | weekly or bi-weekly service)
- \$800+ — Deep Cleaning (1–6 areas | weekly or bi-weekly service)
- \$800+ — General Cleaning (7–10 areas | weekly or bi-weekly service)
- \$1,200+ — Deep Cleaning (7–10 areas | monthly or as-needed service)

Facilities with 10+ areas require a customized site evaluation and formal quote.

All pricing is subject to final inspection, scope review, and client requirements.

### POST-CONSTRUCTION CLEANING SERVICES

Post-construction cleaning is billed at:

\$0.40 per square foot

Unless otherwise specified in a written contract or bid proposal.

#### **Rough Clean (Initial Phase)**

- Removal of debris, trash, and construction materials
- Sweeping and vacuuming all surfaces
- Dust removal and residue clearing
- Basic wipe-down of accessible surfaces
- Site preparation for finishing trades

#### **Fluff Clean (Mid Phase)**

- Detailed dust removal (walls, vents, trim, fixtures)
- Interior window cleaning (frames & sills)
- Adhesive/sticker removal
- Light surface and floor cleaning
- Preliminary restroom/kitchen sanitation

#### **Final Clean (Turnover Phase)**

- Full sanitization of all surfaces
- Restroom and kitchen deep cleaning
- Interior window detailing
- Vacuuming, mopping, and floor finishing

- Touch-point sanitization (doors, switches, handles)
- Inspection-ready presentation

## **SCOPE OF SERVICES**

### **General Cleaning**

- Dusting and surface wiping
- Vacuuming, sweeping, mopping
- Trash removal and recycling
- Restroom cleaning and restocking
- Breakroom cleaning

### **Deep Cleaning**

- Intensive restroom and kitchen sanitation
- Carpet stain treatment
- High-touch disinfection
- Vent and fixture cleaning
- Heavy soil floor cleaning

### **Office Cleaning**

- Workstation cleaning
- Equipment disinfection
- Glass cleaning
- Common area maintenance
- Supply restocking

### **Industrial Cleaning**

- Warehouse cleaning and dust removal
- Floor degreasing
- Equipment exterior cleaning (non-mechanical)
- Non-hazardous waste handling

### **Medical Facility Cleaning**

- EPA-approved disinfectants
- Patient room sanitation
- High-risk area cleaning
- Medical-grade hygiene compliance

### **Retail & Hospitality Cleaning**

- Customer area maintenance
- Restroom upkeep
- Lobby and storefront cleaning
- Floor care

### **Specialized Services**

- Pressure washing
- Window cleaning (low/mid-rise)
- Electrostatic disinfection

## **SERVICE SCHEDULING & AVAILABILITY**

- Daily, weekly, bi-weekly, or monthly services
- One-time and emergency services available

- After-hours/weekend service available (additional fees may apply)
- Schedule changes require advance notice

### **CLIENT RESPONSIBILITIES**

#### **Clients agree to:**

- Provide secure access to facility
- Supply keys, codes, and entry instructions
- Remove valuables and sensitive documents
- Disclose hazardous areas or conditions
- Ensure workspace readiness

### **PRICING & PAYMENT TERMS**

- Pricing based on scope, size, and frequency
- Written agreement required for all services
- Payment terms: Upfront, Net 7, Net 15, or Net 30 (approved accounts only)
- Late payments may result in fees or service suspension
- Additional services billed separately

### **LIABILITY & INSURANCE**

- Fully licensed, bonded, insured, and workers' compensation covered
- Not liable for pre-existing damage or structural issues
- Service damage claims must be reported within 24 hours

### **HEALTH & SAFETY COMPLIANCE**

- OSHA-aligned cleaning practices
- Eco-friendly products when applicable
- Staff trained in chemical safety
- Hazard disclosure required from client

### **TERMINATION OF SERVICES**

Services may be terminated with written notice per agreement. Immediate termination may occur for:

- Non-payment
- Unsafe working conditions
- Abuse or misconduct
- Contract violations

### **AMENDMENTS**

Dynamic Touch Cleaning LLC reserves the right to update these terms at any time. Continued service constitutes acceptance of updated terms.

### **CONTACT INFORMATION**

**Dynamic Touch Cleaning LLC CAGE CODE 121T4 LIC#: 1306984**  
**785 Mabel Josephine Drive Tracy, CA 95377**  
**(209) 416-7631**

[info@dynamictouchcleaningllc.com](mailto:info@dynamictouchcleaningllc.com)  
[www.dynamictouchcleaningllc.com](http://www.dynamictouchcleaningllc.com)

### COMPANY STANDARDS

- No biohazard cleaning (human waste, infestations, etc.)
- No lifting over 30 lbs or moving heavy furniture
- Eco-friendly cleaning practices unless otherwise requested
- Before/after photos may be taken for documentation
- Client responsible for pets, children, and fragile items

### SATISFACTION GUARANTEE

If any issue is reported within 24 hours, Dynamic Touch Cleaning LLC will return to correct it at no additional cost.

### 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.

### LIABILITY STANDARDS:

- **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.
- **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 Eco-Friendly product, please request 24 hours before the day of cleaning.
- **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.
- **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.
- **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:

- **DTC** will not clean human feces, pet cages, litter boxes, vomit, or any other biohazards of any sort.
- **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.

- **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.
- **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.
- **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.
- **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)** 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.
- **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.
- **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.
- All Facilities including Vendors, Property Management, and Real Estate companies may be given a cleaning agreement to sign for continuous services.
- 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.
- **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.
- All invoices are due within 7 days of the day that the invoice was created.
- **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.
- **DTC** will revoke your contract/agreement if there is any sexual, verbal, written abuse, or if the environment deems unsafe to our well-being.
- **DTC** will send out a customer statement/ reminder notice with any open/past due invoices by the 15<sup>th</sup> and 30<sup>th</sup> 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.

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