

DYNAMIC TOUCH CLEANING LLC



FLAT RATE PRICING FISCAL YEAR 2026

General Cleaning Package (1-2 Hours) Base rates range \$250-\$625

Exterior Surface wipe down of all counter tops, kitchen appliances, living room furniture, bathrooms, bedrooms, laundry rooms, dusting, sweeping, vacuuming, mopping.

Deep Cleaning Package (3-4 Hours) Base rates range \$325-\$700

Exterior Surface wipe down of all counter tops, cabinets, closets, drawers, doors, kitchen appliances including thorough cleaning of the inside of all appliances, living room furniture, bathrooms, bedrooms, laundry rooms, dusting, sweeping, vacuuming, mopping.

Heavy Cleaning Package (4+ Hours) Base rates range \$375-\$750

Extreme cleaning of the interior and exterior areas of kitchen, appliances, cupboards, cabinets, closets, drawers, living room, bathrooms, bedrooms, doors, fans, vents, light fixtures, light switches, plugs, sockets, de-webbing of entry way, interior windows, window ledges, window tracks, blind dusting, and baseboard dusting. All specified areas include general dusting, sweeping, vacuuming, and mopping.

Post- Construction Cleaning

(up to 3 bedrooms- Base Rate \$500)

(4 bedrooms and up-Base Rate \$600)

Our **Post-Construction Cleaning** service is designed to eliminate the fine dust, debris, and residue left behind after renovation or remodeling work. Whether you're preparing a newly built space for occupancy or refreshing a home after updates, our detailed dust removal process ensures a clean, safe, and polished environment.

Please Note:

This is a **dust removal cleaning only**. If you require additional services—such as a deep or heavy cleaning of bathrooms, kitchens, appliances, or other areas beyond dust removal—a separate cleaning package must be purchased. These services are not included in the base postconstruction cleaning.

Services Include:

- Removal of construction dust from all surfaces (walls, ceilings, baseboards, trim)
- Detailed vacuuming of floors, carpets, vents, and corners with HEPA-filtered equipment

- Damp wiping and polishing of hard surfaces including countertops, cabinets, and shelves
 - Interior window cleaning, including sills, ledges, and frames
 - Dusting and cleaning of light fixtures, switches, plugs, and fans
 - Final floor cleaning – sweeping, vacuuming, and mopping
 - Removal of residual paint splatter, adhesive, and smudges (where applicable)
- We specialize in restoring your space to pristine condition so it's move-in ready. Our team works efficiently and safely using professional grade tools and products designed for post-construction environments.

Perfect for:

- Residential renovations
- Commercial/ Industrial build-outs
- Office remodels
- Real estate pre-listing cleanups

Special Requests/ ADD ONS: (Base Rate for these areas start at (\$175-\$900 per area)

Take your clean to the next level with our specialty services: Extreme Baseboard

Cleaning for detailed edgeto edge shine, Wall Cleaning to remove scuffs and buildup, Tile & Grout Services to restore brightness, Garage Cleaning/Power Washing for a refreshed space, Exterior Windows & Screen Power Washing for crystal-clear views, and Outside Furniture Power Washing to revive outdoor living areas.

****Special request/ Add- Ons must be Requested 24 hours prior to you scheduled service so that our team can plan accordingly.****

- **Extreme Baseboard Cleaning:** (Base Rate up to 3 Areas: \$175- \$475) (4+ Areas: \$500-\$900)
- **Wall Cleaning:** (Base Rate up to 3 Areas \$500) (Base Rate 4+ Areas \$675)
- **Tile & Grout Services:** (Base Rate up to three areas \$500) (Base Rate 4+ Areas \$750)
- **Garage Cleaning/ Power Washing:** (\$125- \$250)
- **Exterior Windows/ Screens Power Washing:** (\$250- \$500)
- **Outside Furniture/ Power Washing:** (\$250- \$750)
- **Frost Removal/ Extreme hard water from glass:** (\$175-\$250 per two Glass partitions)

IMPORTANT NOTES AND REMINDERS

1. **Trash Outs/ Trash Removal is required prior to service if needed.** We will contact you if there is trash on the premise. If we choose to remove the trash there will be a \$75-\$250 fee for the removal of any sort off of the premise. **No trash/waste removal is provided by Dynamic Touch Cleaning LLC for live in residential services.**
2. **Mandatory Live or Dead Pest Policy**

For the health and safety of our team, we reserve the right to halt or refuse service if live or dead pests—or evidence of infestation such as bait traps—are observed on the premises without a prior cleaning assessment.

Important Note:

If a cleaning assessment is not conducted in advance and we are required to stop service due to pest activity, a \$75 return service fee will apply.

3. Maintaining a safe and sanitary environment is essential for us to perform our work efficiently and uphold the quality of service you expect for your property.
4. **Utilities must be operable.** Water, lights and air conditioning must be on. DTC cannot perform sufficiently without operable utilities, especially during the summer weather. We may halt services if there are no operable utilities. If utilities are not operable and we have to return to the location a return service fee of \$75 will apply.
5. **Mileage Fee:** We service a radius within 90 miles one way from our home base. If your space falls outside of the 90 mile radius there will accrue a mileage fee of \$1.00 a mile.
6. **Vendors/ Property Management/ Real Estate:** You are required to walk all completed areas within 24-72 hours performed by DTC. We will be happy to return, correcting any missed areas within the allotted time. This will allow efficient time to check our work.
7. **Residential/ Live In Customers:** You have 24 hours to walk a completed service performed by DTC. We will be happy to return, correcting any missed areas within the allotted time. We are a non-refundable cleaning service and will not return any payments for services that were completed. This will allow you efficient time to check our work.
8. **Houseware/ Furnishing-** If Any Houseware or furnishings (that are part of the house) are 5 years or older we will not be held liable if it breaks while servicing your home. We will not refund any old furnishings throughout the home if they are 5 years or older as the material weakens when not maintained.
9. **Itemized list of services:** MUST be requested at your assessment to be given with your estimate. We will not provide any itemized list after services have been completed.
10. **No dish washing is provided by Dynamic Touch Cleaning LLC.** Please make sure to remove any dishes from the sink upon arrival.

Residential/ Apartment Management/ Real Estate Rates:

1. 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.
2. Vendors, Property Management, and Real Estate companies may be given a cleaning agreement to sign for continuous services.
3. **DTC** will revoke services if there is any sexual, verbal, written abuse, or if the environment deems unsafe to our well-being.

4. **Invoices** for Vendors, Property Management, and Real Estate companies MUST be paid within 7 days if there is no contract in place.
5. **Vendors, Property Management, and Real Estate** will not require a secured booking fee.
6. **DTC** will do their best to annually update each customer with the appropriate licensing, insurance, workman's comp, and bonding information.
7. **DTC** is a certified WOSB/ DEWOSB registered with the United States Government and the State of California.
8. **A Cleaning Contract/Agreement** may be 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.
NET15/NET30 accounts are viable with our Vendors, Property Management, and Real Estate companies with a contract.
9. All pricing rates for Residential and Property Management/ Real Estate homes are based on a one-time rate of cleaning. Please see pricing for any add-ons, special requests, bundles, or bi-weekly services that are not included in the standard general, deep, or heavy cleaning packages.

TERMS OF SERVICE & POLICIES
FISCAL YEAR 2026

BUSINESS HOURS:

Our **residential business** hours are open seven days a week. Hours are listed below:

- **Monday- Friday:** 7:00 AM- 4 PM (All jobs must be completed by 4 PM)
- **Saturday-Sunday:** 9:00 AM- 3 PM (All jobs must be completed by 3 PM)

All our residential and recreational services are expected to be completed during these hours

Our **commercial/ industrial/ recreational business** hours are open seven days a week 22 hours a day.
Hours are listed below:

- **Monday- Friday:** 7:00 AM- 7:00 PM & 9:00PM- 7:00 AM
- **Saturday:** 7:00 AM- 7:00 PM & 9:00 PM- 7:00 AM
- **Sunday:** CLOSED

1. We reserve the right to cancel any scheduled cleaning due to any weather related issues or any hostile uncomfortable environments.
2. We are closed on all major holidays. We reserve the right to reschedule your appointment if your appointment falls on a holiday.

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. We are a ecofriendly cleaning service, if you would like us to clean with a recommended product, please request 24 hours before the day of cleaning. 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.
3. **DTC** will 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.
4. **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.
5. **DTC** does not use ladders over 5 ft
6. **DTC** will not 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.

7. **DTC** is a certified SB, WOSB with the state of California. We are fully licensed, insured, bonded, and carry workman's comp.

INVOICES/ FOLLOW UPS/ESTIMATES/CUSTOMER STATEMENTS:

DTC issues invoices to clients via email. If payment is not received in full within the specified timeframe, DTC will follow up with our clients accordingly. Should DTC implement alternative billing systems for invoicing, clients will be promptly informed of any such changes.

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 clean clutter.** Please remove clutter 24 hours before the day of cleaning.
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 requires an assessment to be completed.** Residential customers are required to be present unless we are granted access upon approval. Property Management and Real Estate are not required to be present.
5. **DTC will not enter a premise** without an adult on site for live in residential services. If you are unavailable to attend the assessment/walkthrough you have scheduled, an adult 18 years of age or older must be present. It is mandatory to 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 adult present, the assessment will not be conducted. You will have to reschedule your walk through.
6. **DTC** will take pictures of before and after services, you also give us the right to show those pictures on our website.
7. **DTC** will not babysit your kids or pets. Your kids and your pets are your responsibility.
8. **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.
9. **KEYS/ CODES/ ELECTRONIC CODES/FOBS: DTC** assures that your home 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 you cleaning. New clients are required to have someone on or around the premises to ensure that a welcome greeting takes place.
10. **PETS:** We ask that if you have a pet in the home to please move them to an area that does not distract us from working or interfering with our cleaning services.
11. **INSECTS/BUGS/MICE:** If there is a bug infestation or bait traps of any sort: Ants, Roaches, Bed Bugs, Fleas, Termites, Spiders we will not clean your home. Please resolve the issue and call us when the problem has been taken care of. We will not clean any dead bugs that have been killed with pesticides.

PLEASE NOTE: If live or dead bugs are present (inside of the home) Proof of extermination will need to be shown before Dynamic Touch Cleaning LLC will service your space.

Dynamic Touch Cleaning LLC, will refuse service due to a unsafe/unhealthy environment for our well-being. Your secured booking fee will not be refundable.

12. **WEAPONS/ FIREARMS:** Please store and lock away any weapons and firearms 24 hours before the day of your cleaning. We will not clean any place where firearms are visible. This is for your safety and our safety. Any firearms that are placed under furniture, in between mattresses', and pillows is a violation of our safety principle. This poses severe danger to us when cleaning your home.

BOOKING FEES/ PAYMENTS/ LATE FEES/ REFUNDS:

BOOKING FEE/DEPOSITS: A non-refundable deposit/secured booking fee of **\$125** is required upon booking a service under \$500 to ensure that your appointment date and our time is secured. A non-refundable deposit/secured booking fee of **\$175** is upon booking a service over \$500 to ensure that your appointment date and our time is secured. Your deposit will be applied to the total cost of service with the remaining balance due upon completion of the job. If you do not pay the secured booking fee within 24 hours, your invoice will become null and your cleaning will no longer be guaranteed. In this case if a new invoice is made for the same date of the original invoice that became null, **DTC** will charge a service fee of \$25.00.

ALL DEPOSITS/SECURED BOOKING FEES ARE NON-REFUNDABLE. This applies to all or any cleanings per the desired date and time stated on the invoice. An invoice will be sent if you choose to move forth with DTC. You have an allotted time frame up to 24 hours to secure your booking. If the secured booking fee is not completed within the allotted time frame, DTC will not guarantee your desired date and time of cleaning, may refuse service, and the invoice will no longer be valid.

PAYMENTS/ SCHEDULING

1. **PAYMENTS ACCEPTED:** Waveapps.com (our invoicing app), and our website, Major Credit Cards, Debit Cards, ACH, PayPal (Our Website), Venmo, or Zelle. All payments will receive a receipt. DTC does not and will not accept Cash APP.
2. **CASH** will not be accepted for a Deposit or Booking Fee.
3. **FLAT RATES** Our fees are specifically set to suit the standard sizes of your living space.
4. **TIPS:** You may give tips but it is not required. You can include your tip with payment or feel free to leave cash in an envelope with a note.
5. **CHECK POLICY:** We do accept checks with Contract Agreements, Property Management, and Real Estate companies **ONLY**, however there is a returned check fee of **\$75** if a check is returned.
6. **LATE FEES** will be acquired after any invoices with an unpaid balance after 30 days, 60 days, and 90 days of an initial rate of \$175 plus an additional 7% of the total cost of the invoice. If payment is not received after 90 days your invoice/ invoices will be sent to a debt collector/ collection agency.

7. **IDENTIFICATION** DTC requires proof of identification for payment/ verification purposes only. Failure to provide proof of identification will result in a service stop or a service pause. DTC reserves the right to stop/ pause services if verification of identity is not confirmed.

CANCELLATIONS/RESCHEDULING:

1. Cancellations need to be made **48 hours** before the day of cleaning. Your secured booking fee is **NON-Refundable** and will be charged if a cancellation is not made 48 hours before the day of our services.
2. If there is someone who's sick in the home or has covid, please call to reschedule as we would be happy to service your home when everyone is healthy.
3. One reschedule is allowed within a 15 day time frame beginning the day the secured booking fee is paid. If you do not secure a date within 15 days of the paid secured booking fee, DTC Will not service your home. A new invoice and a new secured booking fee will apply.
4. DTC will communicate with you 24 hours prior to your scheduled appointment to confirm the appointment is ready to be completed. If no confirmation is made within 24 hours up to 2 hours of the scheduled cleaning, your cleaning will be cancelled, and the secured booking fee will not be returned. We ask that you please communicate with us to ensure your appointment is met. We will gladly reschedule your cleaning, if the date and time needs to be adjusted.
5. If we show to your cleaning and you are not at the location you will be charged a \$25 return service fee upon rescheduling your service another day. It is highly important that you communicate and show for your scheduled service.

CLIENT RESPONSIBILITIES:

1. It is very important to confirm your scheduled cleaning so that you are aware of your appointment as well as know when your trusted cleaners will be arriving. If there is no confirmation made for your scheduled clean, you will need to reschedule with a new booking fee and date. Please keep in mind that our secured booking fee secures your spot and our time and is **NON-REFUNDABLE**.
 - a. **DTC** will call or text confirmation of your appointment 24 hours prior to your scheduled clean as well as 30 minutes upon arrival. If no confirmation is made 24 hours prior to your scheduled cleaning, or your 30 minute arrival reminder, we will not show for the scheduled cleaning. A message will be sent out to client explaining the reasoning to our decision.
2. **DTC** will text within thirty minutes of arrival to let you know we are on the way. If you are not present upon arrival to your scheduled cleaning, we may decide to refuse your scheduled cleaning.

Please refer to our secured booking fee as this is non-refundable.
3. It is highly recommended to be present the day of your cleaning. If you are not going to be present in the home during your scheduled cleaning, we ask that someone 18 years of age or older is on the premises.

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. If a service has

been completed and you reach out to us outside of the 24 hour policy we are not guaranteed or will be held liable to issue a refund as all services are non-refundable.

CONTACT INFORMATION

CEO/Owner: Jessica Withorn info@dynamictouchcleaningllc.com
Telephone: (209)-416-7631 LIC #: 1306984 TAX ID #: 92-0658962

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.

Signature/ Date: On file with secured booking fee through waveapps.com or www.dynamictouchcleaningllc.com