



Policies and Terms of Service

Scheduling & Estimates

The best way to schedule an appointment is via email. Please contact us via email to request a quote or schedule an appointment. A \$50 deposit is required in order to secure your appointment. Your deposit will be deducted from your total bill.

While we do our best to deliver an accurate estimate, we cannot guarantee that all work will be completed in the quoted time due to a variety of factors. In the event that we are unable to finish all tasks during the amount of time quoted, there will be no refunds or discounts given. We will be happy to wrap up at the end of your scheduled time, or finish the job at our regular hourly rate of \$40/hr for residential cleaning and \$50/hr for residential deep cleaning.

Cancellation

24 hr advance notice is required for cancellation. In the event of a cancellation, your deposit is non-refundable. However, we will be happy to apply your deposit to a rescheduled date. There is a 25% cancellation fee required for cancellation where 24 hour notice is not given.

Payment

Payment is due on the day of your service, at the time services are rendered. Clients agree to pay in full for all services rendered. We accept the following payment options:

- **Cash**
- **Cash App** \$ahill1011
- **Venmo** @hillbrosclean
- **Zelle**- Alan Hill
- **Paypal**- paypal.me/hillbrosclean

Communication

Please direct all communication regarding your account to our office via email at info@hillbrosclean.com or phone at **901.604.9097**. Our cleaning staff is unable to manage any account or scheduling details during your appointment.