

Palmer Cleaning Service

Simplified Terms of Service

1. Services Provided

Services are limited to the selected cleaning package (Standard, Deep, or Move-In/Move-Out). Add-on services such as inside oven, refrigerator, interior windows, or heavy buildup cleaning must be requested in advance and may require additional fees.

2. Payment & Authorization

Payment is due at booking unless otherwise agreed. By booking, you authorize Palmer Cleaning Service to charge your payment method for scheduled services, approved add-ons, cancellation fees, lockout fees, and outstanding balances.

3. Cancellation Policy

24-hour notice is required to cancel or reschedule. Less than 24 hours may result in up to a 50% fee. Same-day cancellations or failure to provide access may result in up to 100% of the service charge.

4. Client Responsibilities

Client must provide safe access, secure pets, remove clutter, secure fragile items, and disclose hazards or pre-existing damage.

5. Damage & Claims

Concerns must be reported within 24 hours with photo documentation. A re-clean will be offered before any refund is considered. Company liability is limited to the amount paid for the specific service. We are not responsible for pre-existing damage, normal wear and tear, fragile items, mold, biohazards, or structural issues outside cleaning scope.

6. Independent Contractors

Services may be performed by independent contractors working with Palmer Cleaning Service.

7. Dispute Resolution

Any disputes will be resolved through binding arbitration in the State of Ohio. By booking, you waive the right to a jury trial.

8. Privacy

We collect necessary information (name, contact details, address, payment info) to provide services. We do not sell customer data. Payments are processed securely through third-party providers.

Agreement

By booking services or checking the box stating 'I agree to the Terms of Service,' you acknowledge and accept these terms.