

Graceful Touch Cleaning Services

Groupon Redemption Policy

I understand that the Groupon deal I have purchased is good for 4 man hours of labor from Graceful Touch Cleaning Services. I understand that this does not mean 4 full hours of service from the team. I understand that this means I will receive 2 hours of service per team member sent to my home (for example: 2 hrs of service for a team of 2) equaling 4 man hours.

I understand that this Groupon is for **basic cleaning services only** and that basic cleaning services **do not** include washing of woodwork, walls or windows, oven cleanings, dishes, refrigerator interior, blinds, mildew removal and **does not** include moving furniture or any of the services listed on the Graceful Touch Cleaning Services website under move-in/out cleaning or Deep cleaning services.

I understand that if my home is larger than 2000 sq ft **or** if my home has not been professionally cleaned within the last month (regardless of size) that most likely the team will not be able to clean every room in my house to the normal standards of a professional cleaning company performing a basic cleaning service.

If my home falls within the categories in the above paragraph I will give Graceful Touch Cleaning Services a list of the rooms I would most like to be cleaned and I understand that, depending upon the condition or size of my home, my entire list may not be able to be completed. I understand that Graceful Touch Cleaning Services may or may not be able to clean all the rooms in my home in the allotted time allowed by the Groupon deal but that I have the opportunity to purchase additional time for \$20 per hour per cleaning team member.

The rooms I wish to be cleaned for the Groupon Deal are:

I also understand that I must notify Graceful Touch Cleaning Services within 24 hrs of the cleaning should I not be happy with the areas cleaned and that I must also agree to allow Graceful Touch Cleaning Services re-entry into the home to inspect and re-clean any areas that I find unsatisfactory within 48-72hrs of the original clean. If I do not follow these policies my Happiness Guarantee will be null and void.

____ Date _____
____ Customer Name

