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|  | Kleen Tech Cleaning Services LLC ….Terms and Conditions:   * Kleen Tech Cleaning Services LLC (KTCS) is a professional cleaning company that is fully insured and bonded. * Our highly trained professional staff wear uniforms to identify themselves. * We provide cleaners as required by our customers. The professionally trained cleaner works for a minimum of 3 hours. * It is Kleen Tech’s policy that our staff do not smoke or eat in your house or facility. * We guarantee consistent quality cleaning services. We employ honest, reliable, hard-working and trustworthy cleaning technicians that are driven by our employee incentives. * We strive to exceed customer expectations for quality cleaning services. We inspect our work before leaving your premises. If, after your inspection, you find our service unsatisfactory, please contact us within 24 hours so we can correct the issue the next day. Refunds are not offered. We will correct any mistakes. Requests received by our office after that will be incorporated into your next cleaning. * Schedule Changes or Cancellations: In the event that a scheduled cleaning service must be changed or cancelled, the client must notify KTCS one (1) day in advance, this will allow KTCS to reschedule the service provider to another appointment. If KTCS receives less than one business days’ notice then a cancellation fee of AED 10 will be charged. For permanent cancellation of the cleaning service contract, KTCS requests the client to notify us one month in advance. * Temporary Suspension of Services: If you will be away from your premises for an extended period of time, we request that you schedule the cleaning service just before you leave, but not after you leave. This is to ensure that you have a chance to see our work and be the last to leave your premises. * Please be sure your premise is accessible to our cleaning crews. If you are not at home/facility when we come to clean, please deactivate your security alarm prior to each scheduled visit, or provide us with a code. If our cleaning crews are unable to access your premises or if our crew is turned away when they arrive (for any reason), you will be charged fifty percent (50%) of the bill due for the service that would have been performed. * For safety reasons our cleaning technicians are prohibited from using ladders and climbing on chairs to access hard to reach areas. Thank you for understanding. * Upon our first visit to your premises, please indicate to our estimator the areas of your premises that need our cleaning service. We will then evaluate the amount of work needed to complete the job and charge you accordingly. You will receive our routine plan and our service agreement with all our requirements Should there be additional areas needing service at a later date, please notify KTCS at least four (4) days in advance and we will adjust the schedule and billing rate to incorporate these changes. Last minute changes to the schedule may not be accommodated. * Payment: We require full prepayment for monthly contract cleaning services. All renewable contracts payments must be received by KTCS before the last working day of the month in order to receive uninterrupted service. Payments for once off cleaning service must be made directly on completion of the service. Payments can be made by cash, cheque or credit card. Returned cheques are charged AED 200.00 for reprocessing. * Prior to KTCS technician's arrival, please ensure all valuables are locked and remove all items that may delay our cleaning service. This will maximize efficiency and minimize the time we spend to clean your premises. If you prefer that our cleaning technicians remove these items, we will add the additional billing time and charge you accordingly. * If you have any irreplaceable, collectable or expensive objects, we ask that these items be secured or put away in order to avoid painful accidents. * KTCS is not responsible for damage due to faulty or improper installation of items. Please inform us of any items in your home/facility that requires this type of attention. The cleaning staff will immediately notify the client of any accidental damage that occurs during each job. In the event that the client finds any damage in the house as a result of our cleaning service, the client must notify KTCS within two (2) days after service or the client will be denied        compensation. In case of any accidental damage please note that KTCS will pay a maximum liability of AED 100 per claim. * For safety reasons, we ask that your children be supervised while our staff and equipment are present in your premises. * Please secure all pets that are dangerous to our employees inside and outside of your premises. KTCS is not responsible for cleaning up after pets. * After 6 PM the customer will provide a return transportation charge of AED 30. * On-off day (Friday) booking of cleaners we charge AED 45 per hour and Transportation charges AED 30. * Any suggestions you have to improve our service are greatly appreciated. |

* We reserve the right to cancel any contract if Kleen Tech Terms and conditions are not adhered to by the customer.

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| * Kleen Tech Cleaning Services L. L. C. will serve all your needs of cleaning services in professional way through an immense range of environment friendly safe- cleaning products, and with dedicated team of professionals, to build the customers' most satisfaction, at a very reasonable cost.  Rely on us for Professional, Affordable and Efficient service that you can rely on.  KTCS provides customers with great service, a strong commitment and guaranteed satisfaction and all this at a very competitive price. |