



STARBIZ CLEANING LLC

Residential Cleaning Service Agreement

This Service Agreement (“Agreement”) is entered into between **Starbiz Cleaning LLC** (“Company”) and the Client for residential cleaning services. By scheduling, authorizing, or receiving services from Starbiz Cleaning LLC, the Client agrees to the following terms and conditions.

1. Scope of Services

Starbiz Cleaning LLC agrees to perform cleaning services in accordance with the Company’s Detailed Cleaning Checklist. Services are limited strictly to checklist items. Additional requests or add-ons are not required unless approved in advance and billed separately.

2. Mandatory Walk-Through & Service Completion

Client or authorized representative must be present for a final walk-through inspection and sign the Cleaning Checklist confirming satisfactory completion of services.

3. Walk-Through Opt-Out

Clients who opt out of the walk-through voluntarily assume responsibility for accepting completed services. Starbiz Cleaning LLC shall not be held liable for dissatisfaction claims after cleaners depart the property.

4. Service Satisfaction & Corrections

If a specific checklist task was not completed, Client must notify the Company within 24 hours. Starbiz Cleaning LLC will have up to three (3) business days to return and correct verified incomplete tasks. Corrections apply only to missed checklist items.

5. Final Sale Policy

All sales are final once the Cleaning Checklist is signed and Starbiz Cleaning personnel leave the property. Clients may not dispute transaction charges after completion unless a checklist task was not performed.

6. Payment Terms

Payment is due per agreed invoice terms. Late balances may result in service suspension and additional fees.

7. Cancellation & Rescheduling Policy

Cancellations or rescheduling must be made at least 24 hours prior. Less than 24-hour notice may result in a fee up to 50% of service cost. Same-day cancellations or denied entry may be charged 100% of service fee. Deposits are non-refundable but may be applied to one rescheduled appointment at Company discretion.

8. Limitation of Liability

Starbiz Cleaning LLC is not responsible for pre-existing damage, improperly secured items, normal wear and tear, or areas outside the approved checklist. Clients must secure valuables and sensitive equipment prior to service.

9. Safety & Right to Discontinue Service

Cleaner(s) may immediately discontinue service and leave the property if they feel unsafe, threatened, harassed, or placed at risk by any person, condition, or circumstance. In such cases, the service will be considered canceled by the Client and applicable service or cancellation fees may apply.

10. Governing Law (State of Georgia)

This Agreement shall be governed by and construed in accordance with the laws of the State of Georgia. Any disputes arising from this Agreement shall be resolved within the State of Georgia jurisdiction.

Client Protection & Liability Addendum**Damage Claim Reporting Procedure**

Any damage claim must be reported within twenty-four (24) hours of service completion. Claims submitted after this period will not be considered. Starbiz Cleaning LLC reserves the right to inspect and verify all claims before accepting responsibility.

Correction Before Compensation

Starbiz Cleaning LLC must be given the opportunity to inspect and correct any verified service-related issue prior to refund, replacement, or compensation consideration.

Exclusions of Liability

Starbiz Cleaning LLC is not responsible for pre-existing damage, normal wear and tear, improper installation, fragile or unsecured items, or electronics exposed to liquids or hazards.

Photo & Video Documentation Authorization

Client authorizes Starbiz Cleaning LLC to take before-and-after photos or video recordings for quality assurance, training, insurance documentation, and dispute resolution purposes.

Valuables & Sensitive Items

Clients must secure cash, jewelry, collectibles, documents, and sensitive equipment prior to service. Starbiz Cleaning LLC is not responsible for loss or damage to unsecured valuables.

Electronics & Equipment

Clients acknowledge that electronics, cords, power strips, or devices located in cleaning areas remain the responsibility of the Client unless specifically disclosed and protected.

Pets & Property Access

Clients must secure pets that may interfere with cleaning operations. Unsafe or restricted access conditions may result in discontinued service without refund.

Right to Refuse or Discontinue Service

Starbiz Cleaning personnel may refuse or discontinue service if conditions are unsafe, unsanitary beyond scope, or if staff feel threatened or at risk.

Chargeback Defense Authorization Form

Service Authorization & Payment Agreement

By signing below, the client authorizes Starbiz Cleaning LLC to perform residential cleaning services at the listed property.

The client agrees to the following:

- The service was requested and authorized by the client.
- The client agrees to pay a deposit fee prior to the service date to be confirmed on the schedule and pay the remainder full service amount once services are completed.
- The client agrees not to initiate a credit card chargeback without first allowing Starbiz Cleaning LLC the opportunity to resolve the issue.
- Any service issue must be reported within 24 hours of completion.
- Starbiz Cleaning LLC must be allowed 3 business days to correct the issue before any refund request.

The client acknowledges that:

- Photos may be taken before and after service for documentation purposes.
- Failure to allow a correction visit voids any refund claim.
- Chargebacks filed without allowing correction may be considered fraudulent transaction disputes.

Agreement Acceptance

By signing below, the Client acknowledges that they have read, understood, and agree to the terms of this agreement.

Client Printed Name:

Service Address:

Client Signature:

Date:

Starbiz Cleaning Representative:

Date: