

Kustom Kleaning Service Terms and Conditions

Thank you for your interest in Kustom Kleanings Services Deal offered through Living Social. By purchasing our Deal, you snagged yourself a great discount off our regular rates... and not only you but hundreds of other Raleigh/ Durham customers as well. Because of that, our scheduling and availability has tightened up tremendously. Please be aware that availability is on a first-come first-served basis.

Kustom Kleaning Services- Living Social Deal Specific Terms:

If you are considering purchasing, have purchased, or seeking to redeem a Deal voucher please read through the following information before taking any action or contacting our office. Thank you.

Description of the Deal: the Deal offered and available for purchase through Living Social is outlined and described as follows:

- **\$100 of house cleaning for only \$49 represents two and a half maid-hours (1 maid x 2.5hrs; 2 maids x 1.25hrs)**
- **\$140 of house cleaning for \$67 represents three and a half hours of maid-hours (1 maid x 3.5hrs; 2 maids x 1.75hrs; 3 maids x 1hr and 10 min.)**
- **\$180 of house cleaning for only \$85 represents four and a half maid-hours (1 maid x 4.5hrs; 2 maids x 2.25hrs; 3 maids x 1.5hrs).**

Please note, the amount of cleaning that will be accomplished will be depend on the condition and size of the home. Should you wish to redeem only the maid-hours provided for through the voucher, with out purchasing any additional hours, Kustom Kleaning will require that you provide us with a “list of priorities”, and even then cannot guarantee that everything will be completed. You may, if you wish, purchase additional maid-hours to ensure that the crew is able to accomplish all that you desire.

Deal Specific Terms: The Kustom Kleaning Deal Voucher available through Living Social has specific terms associated with its offering, which are presented published, and made available for review at the time of purchase. Deal specific terms supersede and conflicting or inconsistent terms discovered between you and Living Social except to the extent such terms are prohibited by applicable law. Specific terms as related to the Deal is as follows:

- **Eligible Service Coverage Area:** The Living Social Deal Voucher purchased shall only be redeemable for homes in the coverage area listed on the voucher purchased. All other areas are subject to mileage surcharges.
- **Voucher Validation and Account Set Up:** Prior to contacting Kustom Kleaning for scheduling, you will need to validate your vouchers authenticity by registering with Kustom Kleaning in or to schedule services
- **Scheduling and Availability:** During your account set up and validation of the top three preferred dates. Appointments for services are required and subject to availability, on a first-come first-served basis. Please do not attempt to contact us by telephone for scheduling until you have registered. Due to the fact that scheduling is subject to availability, please understand that you may not be able to secure the appointment for service on the date (s) that you prefer. We will do our best when scheduling but offer no guarantees. Your patience and understanding will be greatly appreciated.
- **Hours of Operation:** Kustom Kleanings office is open from 8:00am-4:00pm Monday – Friday. In light of our hours of operation we can not provide our clients with the option of “late scheduling” whereby we

arrive after 3:00 pm nor do we work weekends or major holidays. Should you prefer to remain at home while our crew services your account, you will need to arrange your schedule around our hours of operation or availability.

- **Your Presence is Suggested:** Kustom Kleaning suggests that you or a member of your household be available upon our arrival, to allow us in, show us around and/or to share any concerns or special instructions that there might be prior to the cleaning actually starting.
- **Appointment Cancellations and Reschedules:** Advance notice of 2 business days (48hrs) advance notice is required for all cancellations or rescheduling requests. Any cancellation or rescheduling submitted to our office after the deadline (s) set forth above shall result in forfeiture of the entire value of your voucher
- **Fulfillment:** Once our service crew has arrived at your home and have begun the process of rendering to you the time and labor necessary in fulfilling our obligation as outlined in the description of the Deal (listed above). Fulfillment of the said Deal shall be considered satisfied and no refunds shall be available in whole or in part.
- **Refund Availability Prior to Voucher Redemption:** Any refund of the purchase price paid by you for our Deal shall be governed by terms and conditions of the Promoter of whom you purchased your voucher, provided that the voucher has not already been redeemed or forfeited
- **Re-cleans:** Re-cleans are only available to those purchasing services at our standard non-discounted price
- **Priority List:** Through this special deal, you will only be afforded 2.5, 3.5, or 4.5 maid hours of labor, and therefore will need to provide us with a list of priorities wherein you indicate what it is you would like us to do 1st, 2nd, 3rd etc. Once provided with the list, our crew will endeavor to knock-out, in order, all that's on your list. Please understand that our staff will do their best to accomplish all that you desire. But the maid-hours purchased may not be enough time to accomplish everything on your list. In the event our crew is not able to finish everything, additional time may be available for you.
- **Additional Services and Charges:** Additional maid-hours and or fixed rate services, not provided for under the terms of this Deal, can be purchased at Kustom Kleanings normal, non discounted rates as revealed on our website or to a telephone call to our office at (919) 359-2479. Please be sure any additional maid-hours and/or services desired or required are requested are scheduled in advance in order to allow us the opportunity to reserve adequate space on our schedule to attend to your needs.
- **Restrictions:** Vouchers can not be used, in whole or in part, to cover the cost for late cancellation, or rescheduling fees, rerouting or wait time changes, tips prior account balances, or other services provided by Kustom Kleaning Services. Additionally, **Vouchers shall not be eligible for use as full or partial payment for any recurring service ALL READY BOOKED AND SCHEDULED with Kustom Kleaning Services.** Should on of Kustom Kleaning's current recurring service clients, wish to redeem a voucher, they will need to request that additional items or areas be cleaned, or detailed during an already scheduled cleaning (ie, They may use the voucher to help pay for additional seasonal chores, such as the cleaning interior windows, or inside an oven or refrigerator etc),
- **Exclusions:** Voucher not available for use on any Post-Construction or Renovation cleanings
- **Voucher Expiration:** The Living Social Deal Voucher Redemption deadline is state on the Deal Voucher purchased and is good for one year from the date of the purchase.