



CUSTOMER SERVICE AGREEMENT

Cleaning, Property Turnovers & Home Service Coordination

562 344 0316 | zavaletahomeservices@gmail.com

Client Name

Phone

Email

Service Address

Service Date

Estimate / Quote

Deposit

1. SERVICES REQUESTED

- ☐ Standard Cleaning ☐ Deep Cleaning ☐ Move-In / Move-Out ☐ Property Turnover
- ☐ Post-Remodel Cleaning ☐ Property Care / Coordination ☐ Other

The selected services will be performed according to the written estimate, booking confirmation, and any approved add-ons. This agreement covers cleaning, property turnover, and non-licensed home-service coordination. Licensed real estate brokerage services are handled under separate brokerage documentation.

2. ESTIMATES, SCOPE & ADDITIONAL WORK

- Prices are based on the information provided before service and the visible condition of the property. Final pricing may change if the property is larger, dirtier, more cluttered, or requires more time than reasonably anticipated.
- Any material change in scope or additional service should be approved by the client before the additional work is performed whenever practical.
- Unless specifically included in writing, the service does not include repairs, licensed construction, hazardous-material remediation, pest control, exterior high-access work, or specialty restoration.

3. ACCESS, UTILITIES & PROPERTY READINESS

- The client will provide safe and timely access to the property and any required gate, key, lockbox, parking, or building instructions.
- Running water and electricity must be available unless otherwise agreed in writing. Excessive clutter should be removed or disclosed before service so the crew can work safely and efficiently.
- The client is responsible for securing confidential documents, cash, jewelry, medications, firearms, collectibles, and other high-value or sensitive items before service.



CUSTOMER SERVICE AGREEMENT

Terms & Service Policies

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4. PETS, OCCUPANTS & SAFETY

- Please disclose pets, animals, or anyone who will remain in the property during service. Animals that may interfere with or endanger the crew should be safely secured.
- Zavaleta Home Services may pause or decline work when conditions appear unsafe, including aggressive animals, active infestations, exposed needles, human/animal waste beyond normal household cleaning, unsafe structures, unknown chemicals, mold requiring remediation, or other hazardous conditions.
- Crew members will not move unusually heavy furniture or appliances unless this is specifically agreed in advance and can be done safely.

5. PRE-EXISTING CONDITIONS, BREAKAGE & DAMAGE

- Clients should disclose fragile items, loose fixtures, damaged surfaces, delicate finishes, unstable furniture, or other conditions that require special handling.
- Zavaleta Home Services is not responsible for normal wear, pre-existing damage, or deterioration caused by age, improper installation, prior cleaning, or manufacturer defects.
- If accidental damage appears to have occurred during service, both parties agree to document it promptly and communicate in good faith. Clients should report concerns as soon as reasonably possible so the matter can be reviewed.

6. PHOTOS & DOCUMENTATION

The company may take before-and-after photos for job documentation, quality control, estimates, and damage records. Marketing use requires separate client permission below.

☐ I authorize job-documentation photos.

☐ I authorize selected photos for marketing.

7. PAYMENT

- Payment is due according to the written estimate or invoice. Unless another arrangement is documented, payment is due upon completion of the scheduled service.
- Approved add-ons, excess-time charges, or scope changes will be added to the final invoice. Any deposit collected will be credited toward the final balance.
- Client is responsible for providing accurate billing information and promptly communicating any billing question.

8. CANCELLATION, RESCHEDULING & ACCESS ISSUES

- Clients should provide at least 24 hours notice when cancelling or rescheduling whenever possible. Repeated late cancellations, lockouts, or denied access may result in a reasonable trip, cancellation, or rescheduling charge if disclosed before booking.
- If the crew cannot safely access or complete the property because of conditions not disclosed in advance, the company may reschedule, revise the scope, or charge for time already committed to the visit.



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Quality, Property Access & Acceptance

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9. QUALITY & RE-CLEAN REQUESTS

- If the client believes an included cleaning item was missed, the client should notify Zavaleta Home Services promptly, preferably within 24 hours, with photos when helpful.
- When appropriate, Zavaleta Home Services may offer a reasonable re-clean of the affected area. A re-clean is intended to correct missed included work and does not add services that were not part of the original scope.

10. KEYS, CODES & ENTRY DEVICES

Keys, lockbox codes, gate codes, and other access information will be used only as needed for the scheduled service or agreed property-care activity. The client should notify the company when access instructions change.

11. REAL ESTATE & PROPERTY MANAGEMENT SERVICES

Cleaning and home-service work is provided through Zavaleta Home Services. Any activity that requires a California real estate license - including licensed tenant placement, leasing, brokerage, or property-management activity - must be handled separately under the appropriate responsible broker and applicable brokerage documents. This agreement does not replace those documents.

12. COMMUNICATIONS

The client authorizes reasonable service-related calls, texts, and emails regarding estimates, scheduling, access, invoices, job updates, and follow-up. Marketing messages are optional and may be declined.

☐ Yes, I would like occasional service offers and updates.

13. ENTIRE SERVICE UNDERSTANDING

This agreement, together with the written estimate/booking confirmation and any approved changes, reflects the service understanding between the client and Zavaleta Home Services for the scheduled work. Nothing in this agreement is intended to waive rights that cannot lawfully be waived.

CLIENT ACKNOWLEDGMENT

By signing below, the client confirms that the service scope, pricing method, and policies above have been reviewed and accepted.

Client Printed Name

Date

Client Signature

ZHS Representative