

## Customer Information

### ***Introduction***

A Great **Merry Maids** welcome to our new customers! We look forward to our relationship and giving you the quality service that we like to receive ourselves. We are America's Premier Cleaning Service and our priority is to keep you as the most important customer we service. We want our relationship to be strong and alive. We encourage frequent communications with us and want to understand your priorities and accomplish those things you consider important. Please help us comply with your priorities by keeping us informed. One of the attached fact sheets can be used to provide the methods of communication you prefer.

### ***Customer Concerns***

We strive to provide the best and most efficient cleaning service possible. We supply all the necessary cleaning equipment and supplies as part of our efficiency training programs. We continuously evaluate the latest in cleaning equipment and products so that we can stay current with technology and maintain our position as the premier cleaning service.

If our service is not satisfactory, please call our office within 24 hours of the cleaning and we will gladly return to correct any deficiency. We will work with you to resolve any disagreement or misunderstanding.

### ***Quality Control***

We have a very active Quality Control Program so that we maintain our standards and provide the services you request. Our program includes on site inspections and reviews, telephone calls to discuss our performance, mailed comment cards to request your opinion of our service, and an Interactive Voice Response System available either through a Toll Free Telephone Number or Internet Access Address. Following each cleaning, we will "leave behind" a letter that outlines which room received detail cleaning attention, provides the Toll Free Telephone Number, Web Access Address, and your customer identification number. We request your participation to assist us in maintaining our quality standards so that we may provide the service you desire.

### ***Schedule Requests and Changes***

Our goal is to comply with each of your schedule requests and changes. If convenient, please stop in the office to discuss any necessary changes. We are normally in the office from 8 AM to 5 PM Monday through Friday and would love to give you a tour of the office. We have an office voice mail system available if we are not, and will return your call as soon as we can. We also have email capabilities and regularly check for messages several times each day.

Just outline your request and help us with the priorities. If your request is for a day change, help us evaluate your priorities for the day, time period, and Team Captain. We will comply with all three if possible, but occasionally conflicts will arise.

We periodically provide a Service Schedule Calendar, which identifies the dates we have scheduled for service. Please call any time you would like to have an update so that we can keep our schedules together.

### ***Cleaning Time Periods***

Our normal cleaning schedule is from 8 AM to 5 PM Monday through Friday. In order to provide quality service, a somewhat flexible schedule is required in order to accommodate the few extra minutes sometimes required to complete the cleaning. We therefore allocate four Cleaning Time Periods to each day. The First Period is from 8 AM until Mid-Morning, The 2<sup>nd</sup> Period is from Mid-Morning until Noon, the 3<sup>rd</sup> Period is from Noon until Mid-Afternoon, and the 4<sup>th</sup> Period is from Mid-Afternoon until 5 PM. Rest assured, we will complete the last cleaning of

the day by either working longer or assigning an additional Team. Keep us informed of your preferred Time Period and any changes as they occur.

### ***Payment Options***

Our pricing structure anticipates payment at the time of service. In order to facilitate this process, we accept all major credit cards, American Express, Discover, Master Card, and VISA, business checks, personal checks, money orders, cash, and TradeFirst. The attached authorization form is to be completed with a copy retained in our office. If you select to use a credit card or TradeFirst, we need the account number, expiration date, customer verification number, account address and zip code, and the account holder's signature. If you select to use a business check, personal check or cash, we need your Driver's License Number and expiration date.

We require a credit card authorization to confirm the first cleaning. At the time of cleaning, you have the option of either paying by check or cash, or continuing with the credit card. The credit card authorization also permits us to complete your cleaning on any occasion where a planned check is not provided.

### ***Service Skips and Lockouts***

We are committed to providing service on the day and time period as scheduled. However, we recognize that changes occur and situations are not always under control.

Please notify us as soon as a change in schedule is required. We maintain a voice mail system so that a message can be recorded and we will comply with that message. If the change message is received at least 24 hours prior to a Team being dispatched to your home, there will be no fees involved. If a Team arrives at your home and is not able to gain access or start the cleaning for whatever reason, there will be a Lockout Fee, equal to your Cleaning Fee, charged to your credit card or added to your invoiced account.

If we are unable to complete your cleaning for any reason within our control, we will issue an "Oop's Coupon" providing a 10% discount for your next service as an indication of our dedication to dependability.

### ***Trained Employee Staff***

Our employees are professionally trained in our office and are fully insured, bonded, and screened. We conduct thorough background investigations and require initial drug screening to ensure our employees are people you can trust. We bring all the necessary cleaning equipment and supplies, and are focused on providing the quality service you expect. We wear a ***Merry Maids*** uniform for identification and strive to make your cleaning a pleasant experience.

### ***Home Access Options***

Access to your home is a valid expression of trust in our relationship that we take very seriously. We protect your key in a locked cabinet in our office. It is only numbered and does not have a name or address associated with it. It is issued to your Team Captain on the day of service and is accounted for at the end of the day. Providing a key for access is the most secure method of access.

We are familiar with home security systems and suggest that a service password be used for our access. We are responsible for false alarms if we have a service password.

### ***Returned Check Charges***

We have an agreement with Transworld Systems, Inc. for the collection of checks returned to us by our bank. There is a \$25 Returned Check Charge if the check is replaced directly with our office within 10 days. Transworld Systems will notify you of the additional charges if the check is not replaced within that 10-day period.

### ***Noncompete Agreements***

We invest considerable time, effort, and expense in the training and development of our most valued asset, our employees. We have employment agreements with each of our employees to not solicit customer service on an individual basis. We therefore ask that you respect our position and not approach our employees to violate their employment agreements.

### ***Cleaning Fee Reviews***

Our goal is to provide a very cost effective service in terms of quality and customer value. We periodically review our pricing structure to maintain a competitive basis. We will review each customer fee annually to maintain a correlation between fees and services delivered.

### ***Home Temperature Conditions***

We certainly understand the desire to use setback thermostats and to minimize the cost of heating and cooling, and will cooperate with helping to control those costs. We request, however, your permission to adjust in-home temperatures while we are cleaning your home. We will return the thermostats to the original settings prior to leaving. We appreciate your understanding in this subject.

### ***Inclimate Weather Conditions***

Our office will be operational as long as the weather conditions permit and traffic conditions allow. We will close each office on an individual basis and provide notification as soon as the decisions are made. If conditions permit, we will provide service to a limited geographical area based on the local road conditions. We ask that you keep us informed as to the local conditions in your neighborhood so that we can provide service to as many customers as possible.

We also request your assistance in keeping driveways and walkways cleared of ice and snow so that we can minimize any risk to slipping and falling.

### ***Special Cleaning Requests***

Our goal is to provide the customer service you want, when you want it. We will comply with special requests with a "Yes, but.." kind of response. Our preferred technique is for you to call the office the day prior to your cleaning so that the Team is prepared if additional time, equipment, or supplies are required. If the special request involves a cleaning task, procedure, or technique that is not contained in our Technical Training Manual, we will provide a liability waiver for your signature. We have included a list of additional tasks that we can perform. Check the list and see how we can help you!

### ***Family Pets***

We consider pets to be a regular member of the family and want to make them feel comfortable while we are visiting your home. We like to know the names and any special characteristics of each pet in your home. We will clean around and under pet dishes and litter boxes, but some things are better left for Mom and Dad to do.

### ***Cleaning Products***

The cleaning products we use are safe and effective for all types of surfaces. They are manufactured according to Merry Maids standards and are environmentally safe and OSHA approved. We have copies of the Material Safety Data Sheets for all products available in the case of any emergency.

We do not mix products nor apply more than one product for each application. Please notify our office if you apply a toxic product, such as "Tilex" or any other similar product containing bleach, so that we can avoid mixing products that would release hazardous vapors.

### ***Deep Cleaning Cycle***

We feature a detailed cleaning cycle that we refer to as a "Deep Cleaning" and provide it on a one or two room basis each cleaning visit as outlined in your initial content discussions. This cycle is part of our value program for maintaining your home on a cost-effective basis. We establish the sequence for this cycle during the initial consultation based on your priorities. If you want to change this sequence, just call our office to discuss your preferences.

### ***Customer Referral Program***

We have a very active customer referral program as we consider personal recommendations our best form of advertising. If you have a friend or relative who joins our service as either a weekly or biweekly customer, we will gladly credit your account with a \$25 Customer Referral. Just ask your friend or relative to give us your name so that we can give you a discount!

### ***Gift Certificates Available***

We have gift certificates available for those special occasions or for the person who could use a very special gift. We can arrange the gift certificate for any particular dollar amount and we will gladly assist in deciding the appropriate amount. The gift certificates are redeemable at any of our four office locations. Just call our office to arrange a gift for that special someone.

### ***Web Presence***

As we continue to evolve into a technological society we will continue to develop our internet presence. We invite you to visit our home page at [www.merrymaids.com](http://www.merrymaids.com) for the national franchise system and use the locator for our local offices. We have information concerning our company history, local office information, and promotional offers. You may certainly communicate with us with email if that method is more convenient for you.

### ***Better Business Bureau***

We are members of the Southeastern Michigan Better Business Bureau because we believe that operating with a strong sense of business and moral ethics is the best way to serve our customers. We are committed to providing the best customer service possible and resolving any misunderstandings or disagreements.

### ***Community Service Projects***

We believe in actively participating in our communities. Each office selects a community service project for each calendar quarter as our way of staying focused on supporting others. Periodically, we may invite you to participate with us. Examples of our support projects include: Race for the Cure, Making Strides Against Breast Cancer, book donations for Reading to Achieve, clothing donations for Disabled Veterans, clothing and toy donations for Domestic Violence Centers, and contributing to fund raiser events for various churches and schools.

### ***Chamber of Commerce***

We are currently members of the Chambers of Commerce in Central Macomb County, City of Berkley, City of Peoria, and the City of Livonia. These are great networking opportunities and additional ways for us to contribute to our local communities.

### ***Mission Statement***

We will conduct ourselves and all business operations consistent with these core values:

- Respect God in everything we do.
- Provide the type of Quality Service we would expect ourselves.
- Provide employees with a rewarding and challenging opportunity.
- Treat each other the way we want to be treated.

### ***Thanks***

Thanks for joining our ***Merry Maids*** family. We look forward to serving you.