

## TERMS AND CONDITIONS – “Top Shine” MEMBERSHIP

### PARTIES

These Terms and Conditions (“Agreement”) constitute a contract between you (“Member Client”) and Top Cleaning and More LLC, a company legally registered in Florida, United States (hereinafter referred to as the “Company”).

### DEFINITIONS

Membership: A monthly recurring payment of USD 69,99- that grants exclusive service discounts.

Standard Cleaning: General cleaning service based on a predefined checklist.

Deep Cleaning: An extended cleaning service including additional tasks and detailed work.

Original Price: The published base rate for each service, prior to discounts.

### MINIMUM COMMITMENT AND RENEWAL

Minimum Commitment: 6 months from the activation date.

Automatic Renewal: After the 6-month commitment, the Membership will auto-renew every 30 days at a rate of USD 69,99/month.

Voluntary Cancellation: You may cancel the Membership only after the initial 6-month term.

### MEMBERSHIP BENEFITS

By paying USD 69,99/month, Member Clients receive:

Up to 50% discount on the Original Price of any cleaning service (Standard or Deep).

Priority booking and access to exclusive promotions.

The discount applies to the subtotal before taxes or additional fees and we reserve the right to modify the prices of the membership or included services at any time.

In the event of a membership price increase, the client will be notified at least 7 days in advance before new rate becomes effective.

If the client does not agree with the new pricing, they may cancel their membership without penalty, provided they notify the Company in writing before the effective date of the change.

If no cancellation notice is received within the given period, it will be understood that the client accepts the new terms and will continue their membership under the updated pricing.

### PAYMENTS & REFUND POLICY

The USD 69,99 charge will be processed at the time of enrollment and every 30 days thereafter.

All payments are non-refundable, including partial months.

### SINGLE ADDRESS POLICY

This membership is valid for one residential address only.

The cleaning services included in this membership plan may not be transferred or used at multiple Locations. If you require service at more than one property, a separate membership must be purchased for each address. Violation of this policy may result in suspension or cancellation of the membership without refund

### EARLY TERMINATION & COMMITMENT FEE

If you cancel the Membership before completing the 6-month commitment, a commitment fee will apply.

This fee equals the total of the remaining unpaid months (USD 69,99 × number of months left).

The fee will be automatically charged to your saved payment method upon cancellation.

### CLEANING SERVICE BOOKINGS & CANCELLATIONS

Booking: Must be scheduled at least 48 hours in advance.

Cancellations:

More than 48 hours before service: No fee.

Less than 48 hours or no-show: 100% of the Original Price.

If our cleaning team cannot access the property (e.g., locked, no entry code), full charges may apply.

#### SERVICE SCOPE & CONDITIONS

ALL ROOMS	Standard Cleaning	Deep Cleaning
Remove reachable cobwebs	✓	✓
Dust ceiling fans	✗	✓
Dust wall art and lamps	✗	✓
Clean mirrors	✓	✓
Dust window sills and ledges	✗	✓
Dust door frames	✗	✓
Dust blinds	✗	✓
Dust baseboards	✗	✓
Dust furniture	✓	✓
Vacuum floors (carpet and hard surface)	✓	✓
Mop hard surface floors	✓	✓
Move furniture to clean underneath when possible	✗	✓
<b>BATHROOMS</b>		
Clean and sanitize toilet and toilet area	✓	✓
Remove soap scum & mildew in shower/tub	✗	✓
Sanitize counter tops	✓	✓
Sanitize sinks and polish fixtures	✓	✓
Vacuum bath mats	✓	✓
Remove trash and reline trash can	✓	✓
<b>KITCHEN</b>		
Wipe counter tops	✓	✓

Dust counter top items & small appliances	✓	✓
Spot clean cabinet fronts	✗	✓
Clean microwave inside	✓	✓
Clean/polish appliance exteriors	✓	✓
Sanitize sink and polish fixtures	✓	✓
Remove trash and reline trash can	✓	✓
<b>BEDROOMS</b>		
Change linen (if fresh linen is left out)	✓	✓
Make beds	✓	✓
Dust headboard	✓	✓
<b>EXTRAS</b>		
Hand wash dishes	✗	✗
Clean Inside Oven	✗	✗
Clean Inside Fridge	✗	✗
Sweep Inside Garage	✗	✗
Detailed Interior Windows	✗	✗
Detailed Baseboards	✗	✓
Clean inside cabinets and drawers	✗	✗
Carpet cleaning	✗	✗
Declutter/Organize	✗	✗

We reserve the right to deny and/or terminate service because of safety concerns, inappropriate or uncomfortable situations, weapons on-premises, severe clutter & disconnected utilities. Our cleaners have the choice to leave if the home is in an extremely unsanitary condition or they feel unsafe/threatened. If you book a cleaning that is unreasonable, the cleaners may refuse service on the spot & you will be charged the cancellation fee. Cleaning Day Preparation Your price for cleaning is based on the cleaners focusing all of their time on cleaning, we ask that you take a few minutes to tidy up to allow the cleaners easy access to the areas/surfaces to be cleaned: floors, counter-tops, tabletops, etc. If you'd like our cleaners to do these tasks for you, an extra fee of USD 50/hour will apply

We cannot clean hoarding homes or areas containing any animals & humans' body fluids, blood, feces, vomit, cat litter boxes, bird cages & urine, or excretions. Unreachable Areas & Heavy items For safety & liability reasons our cleaners can't climb higher than a step stool or work outside of your home. Cleaners can't move objects more than 35 pounds, if you would like cleaning behind heavy objects, please move prior to cleaning

Due to the unpredictable nature of our business & unforeseen circumstances, traffic jams, weather, mechanical problems, allow us the flexibility of scheduling our cleaning between 9:00 am & 5:00 pm. We generally do not run more than 30 minutes earlier nor more than 45 minutes later than the scheduled appointment time, if we are running late we will call you and/or text you.

Non-Solicitation of TOP CLEANING AND MORE LLC Cleaners As our customer, we ask that you agree not to solicit for hire any of our cleaning cleaners to work directly for you. Our professional cleaners are background checked, their references verified & have completed comprehensive cleaning training. Significant time, resources & money are invested in each new employee before we allow them to enter our customer's homes

#### LIABILITY & INSURANCE

The Company's theft and damage policy provides general liability insurance for verified negligence. Damages or missing items must be reported within 24 hours of service to qualify for review.

The requester will only be covered by our theft and damage policy provided all of the below:

The requested service is paid in full.

The requester has reported within 24 hours of service.

The requester has accounted for and secured all valuables prior to the start of the requested service.

The requester has not violated the terms of service.

#### INTELLECTUAL PROPERTY

All content on the platform (logos, text, brand elements) is the property of the Company.

You receive a limited, non-exclusive, non-transferable license to use the Service in accordance with this Agreement.

#### PRIVACY POLICY

Use of personal data is governed by our Privacy Policy: [\[link to privacy policy\]](#).

#### TERMINATION FOR BREACH

The Company reserves the right to suspend or cancel a Membership for breach of these Terms, with 7 days' notice.

No refunds will be issued for previously charged fees.

#### LIMITATION OF LIABILITY

To the fullest extent allowed by law, the Company's total liability shall not exceed the total amount paid by the Member Client during the 6 months prior to the claim. The Company shall not be liable for indirect, special, or consequential damages.

#### GOVERNING LAW & JURISDICTION

This Agreement shall be governed by the laws of the State of Florida United States. Any legal disputes will be handled in the courts of Sunrise, FL.

By subscribing to the Top Shine Membership ("Membership") and using our platform (website, app, or any related service, collectively referred to as the "Service"), you agree to be bound by this Agreement and any future amendments and additions to this agreement as published from time to time at [www.topcleaningandmore.us/terms](http://www.topcleaningandmore.us/terms) or through the service,

The Company reserves the right to modify the terms and conditions of this agreement or its policies relating to the service anytime, effective upon posting of an updated version of this agreement on the service. You are responsible for regularly reviewing this Agreement.

Top Cleaning and More LLC

Effective Date: 05/14/2025

