

# Everyday Helper Service Agreement



We look forward to assisting you! To schedule our services, we will need the following agreement filled out, signed, and returned to [info@youreverydayhelper.com](mailto:info@youreverydayhelper.com).

Service(s) agreed upon: \_\_\_\_\_

Agreed upon hourly rate per service: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

By signing the above line(s), you are agreeing upon the above hourly rate and our **24-hour cancellation policy**. We reserve the right to charge full rates for any services not cancelled within 24 hours of scheduled time, and appreciate any cancellation notices **as soon as possible**. Exceptions to our 24-hour cancellation policy are confirmed or expected COVID exposures in your home.

By signing the above line, you are agreeing to our **locked-out fee**. If we arrive as scheduled to your home and you are not there to let us in, or we do not have a way of entering, a \$20 fee will be charged to your account. We will do our best to resolve this issue by calling and texting you, but if we do not hear from you within 15 minutes the fee will be charged.

By signing the above line, you are agreeing to our policy that if you are unsatisfied with your cleaning, if we are **notified within 48 hours** we will come back and fix the issues you are unsatisfied with within 5 business days. Notifying us of any complaints after 48 hours will not be fixed. We do not issue refunds, but will always come back to fix our errors if notified in a timely manner.

By signing the above line, you are also acknowledging and agreeing to our **payment policy** for all services. All service payments are due in full within 15 days from the sent invoice date. Invoices not paid in full by the due date are subject to a **late fee** of \$15 per week. Once an invoice goes into a "past due" state all services will be paused until payment is received in full. Any outstanding invoices more than 60 days past due will be submitted to our attorney in pursuit of collecting payment in full.

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**Attorneys' Fees:** In the event that Everyday Helper has to institute any action or suit to enforce this agreement or to secure payment for services rendered, Everyday Helper shall be entitled to collect reasonable attorneys' fees and court costs incurred in connection therewith and in enforcing or collecting any judgement rendered therein.

We appreciate your understanding with our policies as we are a small business and rely upon prompt payment to be able to continue offering our services. If you have any questions, comments, or concerns, please feel free to contact Kelly during business hours of operation. We want to do our best to serve you and welcome your feedback.

Thank you for your business and we look forward to serving you!

Sincerely,

Kelly Sedlacek  
Owner Everyday Helper

Kelly@youreverydayhelper.com  
319-400-1853

**Hours of Operation:**

M-F: 8 am – 5pm, Sat: 9am-1pm