

Terms and Conditions

Shiny Home Cleaning Co.

Last Updated: March 5, 2026

1. Introduction

Welcome to Shiny Home Cleaning Co. ("Company", "we", "our", or "us"). These Terms and Conditions govern your use of our website and the cleaning services we provide. By accessing our website or booking our services, you agree to comply with and be bound by these Terms and Conditions.

If you do not agree with these Terms, please do not use our website or services.

2. Service Area

Shiny Home Cleaning Co. provides residential cleaning services in Fort Washington, Maryland and surrounding areas.

3. Services

Shiny Home Cleaning Co. provides professional residential cleaning services including:

- Standard Cleaning
- Deep Cleaning
- Move-In / Move-Out Cleaning
- Airbnb / Short-Term Rental Cleaning
- Recurring Cleaning Services

Additional add-on services may include:

- Inside Oven Cleaning
- Inside Refrigerator Cleaning
- Interior Window Cleaning
- Laundry Folding
- Dish Washing
- Baseboard Cleaning
- Blind Cleaning

Service availability and pricing may change at any time.

4. Booking and Scheduling

Clients may schedule services through the following methods:

- Online booking through our website
- Phone
- Text message
- Email

By booking a service, you confirm that you are authorized to schedule cleaning services for the property and that all information provided is accurate.

Clients must ensure cleaners have safe and timely access to the property at the scheduled appointment time.

5. Deposits and Payment

Full payment is required to confirm all bookings.

Payment instructions will be provided during the booking process.

Failure to submit payment will result in the appointment not being confirmed and may affect eligibility for future services.

6. Cancellation and Rescheduling Policy

Clients may cancel or reschedule appointments with at least 24 hours' notice.

Appointments canceled with less than 24 hours' notice are subject to a **\$100 cancellation fee**.

If our cleaning professionals arrive at the scheduled appointment time and are unable to access the property, the appointment will be treated as a late cancellation and a **\$100 cancellation fee** will apply.

7. Client Responsibilities

Clients agree to:

- Provide safe working conditions for cleaners.
- Ensure access to the property at the scheduled appointment time.
- Inform Shiny Home Cleaning Co. of any hazards that may affect cleaning services.

For safety reasons, clients may be asked to secure pets during cleaning appointments.

8. Independent Contractors

Cleaning services provided by Shiny Home Cleaning Co. may be performed by independent contractors who are insured professionals.

9. Damage or Breakage Policy

While our cleaning professionals take care when working in your home, accidental damage may occur.

If any damage is believed to have occurred during service, it must be reported within 24 hours of the cleaning appointment.

Reports submitted after 24 hours may not be eligible for review or resolution.

10. Satisfaction Policy

Shiny Home Cleaning Co. strives to provide high-quality cleaning services. However, we do not offer a re-clean guarantee. Concerns may still be submitted to our team for review.

11. Website Use

By using shinyhomecleaningco.com, you agree that you will not:

- Use the website for unlawful purposes
- Attempt to interfere with website functionality
- Attempt unauthorized access to systems or data

We reserve the right to restrict access to our website for violations of these terms.

12. Intellectual Property

All content on shinyhomecleaningco.com, including text, logos, images, branding, and design, is the property of Shiny Home Cleaning Co. and may not be reproduced, copied, or used without written permission.

13. Limitation of Liability

To the fullest extent permitted by law, Shiny Home Cleaning Co. shall not be liable for indirect, incidental, or consequential damages arising from the use of our services or website.

Our maximum liability shall not exceed the total amount paid for the service provided.

14. Changes to Terms

Shiny Home Cleaning Co. reserves the right to update these Terms and Conditions at any time. Updated versions will be posted on this page with the revised date.

Continued use of our services or website after updates constitutes acceptance of the revised Terms.

15. Contact Information

For questions regarding these Terms and Conditions, please contact:

Shiny Home Cleaning Co.

Email: shinyhomecleaningco@gmail.com

Phone: (301) 769-7483

Website: shinyhomecleaningco.com