

# Curtis Home & Office Cleaning

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Worry Free Cleaning - Bonded and Insured

## Frequently Asked Questions

Do you work by the hour or by the job?

*We work by the hour.*

Do you work holidays or weekends?

*No*

Do you do random cleanings or do you only have weekly and bi-weekly clients?

*We schedule weekly, bi-weekly, monthly or one time cleanings.*

Do you bring your own cleaning supplies?

*Yes, we do bring our own cleaning supplies that we have determined are not only safe for us to use, but also safe for your family and pets. If you have a specific chemical or cleaning product you would like for us to use, we would be willing to use the product you provide.*

Do you use environmentally free chemicals?

*We have put a lot of thought into the chemicals used based on the Environmental Working Group ratings. We have chosen only "A" rated chemicals as much as possible to ensure the safety of your family and pets. We have also compared ratings for product performance.*

How do you prefer to be contacted?

*You can contact us by phone, email or text.*

What if I have reschedule?

*If you need to reschedule a cleaning, please call, text or email as soon as you know that there is a conflict and we will do our best to schedule your cleaning at the next available opening. If we would need to re-schedule for any reason, we will contact you and work out an alternate cleaning time as well.*

How do you prefer to be paid?

*For your convenience, all quotes and invoices will be sent to your email address. You can pay from the invoice, our web site ([www.curtishomeoffice.com](http://www.curtishomeoffice.com)) or you can leave a check or cash on the kitchen counter.*

Do you offer a guarantee on your work?

*We hope to earn your trust in cleaning your home or office. Your feedback is important to us. If there is anything that you have a concern about regarding the job completed, please call us right away and we will work with you to correct the issue as soon as possible.*