



WELCOME TO CLEANSOURCE

Your guide to a smooth, consistent cleaning experience

Our promise

Reliable service, thoughtful communication, and careful attention to the details that make your space feel truly cared for.

Clean Space. Clear Mind.

Proudly serving homes and businesses throughout Southeast Iowa

CleanSource, LLC

641-777-7645 | info@mycleansource.net | www.mycleansource.net

A Note from Samantha

When I started CleanSource, my goal was simple: to take the stress of cleaning off people's shoulders so they could focus on what truly matters. Over time, that purpose grew into something even more meaningful - creating spaces that do not just look clean, but feel peaceful, comfortable, and cared for.

Every home and business we enter represents trust, and that is something I never take lightly. Our team will treat your space with pride, attention to detail, and genuine respect. We want you to feel confident knowing that your cleaning is being handled by people who care about doing the job correctly.

CleanSource is about more than spotless surfaces. It is about peace of mind, dependable service, and the feeling of walking into a space that feels lighter and easier to enjoy.

Thank you for supporting my small business and allowing our team to be part of your life. We are truly honored to serve you.

With gratitude,

Samantha Brown

Owner, CleanSource, LLC

Our Mission

CleanSource exists to create cleaner, healthier spaces that bring peace of mind to every client we serve. We take pride in quality, consistency, and trust - every surface, every space, every time.

What Makes Us Different

- Locally owned and proudly serving Southeast Iowa
- Targeted Small Business Certified
- Customized cleaning plans built around each client's priorities
- Insured, trained, and committed to respectful service
- A 24-hour satisfaction guarantee on every cleaning

Referral Program

When your referral becomes a recurring client, choose 15% off one cleaning or a \$25 gift card. Qualifying neighbors who begin the same service frequency and day may each receive 10% off. Offers cannot be combined and are subject to current program terms.

Your Cleaning Experience

Every cleaning follows the scope and priorities agreed upon for your home or business. Our team works carefully and methodically, paying attention to both the visible results and the often-overlooked details that shape the way a room feels.

Before We Arrive

- **Reduce clutter:** Please pick up clothing, toys, paperwork, and personal belongings from the areas being cleaned. This allows us to spend your reserved time cleaning rather than organizing.
- **Secure valuables:** Please store cash, jewelry, medications, firearms, fragile keepsakes, and irreplaceable items before service.
- **Dishes and laundry:** Unless included in your agreed service plan, please clear sinks and counters and remove laundry from surfaces we need to clean.
- **Utilities:** Running water, electricity, and reasonable heating or cooling must be available while we work.

Arrival and Access

We will confirm your scheduled date and expected arrival window. Because cleaning times and travel conditions can vary, arrival times are estimates rather than exact appointments. We will communicate significant delays whenever possible.

You do not need to be present during service. Please provide reliable access through a key, door code, lockbox, or another agreed method. Entry instructions and alarm information should be updated before the appointment.

Unable to access the property

If our team arrives within the agreed service window but cannot enter, a fee equal to 50% of the scheduled service will apply.

Pets

We love animals and are happy to work around friendly pets. Please tell us their names and any special instructions. Pets that may escape, become anxious, act aggressively, or interfere with cleaning must be safely secured before our arrival. CleanSource is not responsible for pets that are not properly secured.

Service Scope and Safety

Your Customized Cleaning Plan

Your cleaning is based on the checklist, estimate, or written scope approved for your service. We welcome special requests, but requests outside the agreed scope may require additional time, a separate appointment, or an additional charge. Please contact us before service whenever possible so we can plan appropriately.

Products and Equipment

CleanSource provides professional cleaning products and equipment unless other arrangements are made. We select products based on the surface, cleaning need, and safety considerations of the space. Please tell us in advance about allergies, sensitivities, specialty surfaces, manufacturer requirements, or products you prefer us to use or avoid.

Items Requiring Special Arrangements

The following are not included in standard cleaning unless specifically discussed, approved, and priced:

- Interior windows, carpet shampooing, inside appliances, inside cabinets, wall washing, and other add-on services
- Moving heavy furniture or appliances; lifting items heavier than approximately 25 pounds
- High areas that cannot be safely reached with standard cleaning tools or a small step stool
- Excessive clutter, hoarding conditions, construction debris, or unusually heavy buildup

Unsafe or Hazardous Conditions

For the safety of our clients and team, CleanSource may decline, pause, or leave a service area when conditions are unsafe or outside the scope of standard cleaning. This includes, but is not limited to:

- Needles, weapons, illegal substances, hazardous chemicals, or unidentified materials
- Human or animal bodily fluids, extensive feces or urine, active infestations, or significant mold growth
- Aggressive or unsecured animals, unsafe temperatures, structural hazards, or unavailable utilities
- Any condition requiring specialized remediation, protective equipment, licensing, or disposal

Safety comes first

We will communicate the concern and, when appropriate, help identify what must be corrected before cleaning can continue.

Service Guidelines and Terms

Scheduling, Changes, and Cancellations

- **Recurring service:** Your agreed frequency reserves space on our schedule. Dates or arrival windows may occasionally shift because of holidays, weather, staffing, or earlier appointments. We will provide notice whenever possible.
- **Client changes:** At least 24 hours' notice is required to cancel or reschedule. Less than 24 hours' notice may result in a fee equal to 50% of the scheduled service.
- **CleanSource changes:** If weather, illness, an emergency, or another circumstance makes service unsafe or impossible, we will contact you and work to reschedule. No cancellation fee will be charged when CleanSource initiates the change.
- **Pausing service:** Extended pauses may affect scheduling availability and pricing when service resumes because additional buildup may require more time.

Payment

- **Due date:** Payment is due upon receipt of the invoice unless different arrangements have been approved in writing.
- **Late payments:** A fee of \$25 or 5% of the outstanding balance, whichever is greater, may be applied when payment remains unpaid 7 days after the invoice date.
- **Accepted payments:** CleanSource accepts cash, check, PayPal, and major credit or debit cards. Returned checks are subject to a \$35 fee.
- **Sales tax:** Applicable Iowa sales tax will be added to taxable cleaning services based on the service location.

Satisfaction Guarantee

If an area included in your agreed scope does not meet expectations, notify us within 24 hours of service and include photos when possible. We will arrange to inspect and re-clean the affected area at no additional charge. The guarantee provides an opportunity to correct the service and does not provide a refund. It does not cover areas outside the agreed scope, conditions that changed after we left, or concerns reported after the 24-hour period.

Property, Privacy, and Responsibility

Fragile Items and Existing Damage

CleanSource is insured and takes great care with your property. Please identify fragile, unstable, damaged, improperly installed, sentimental, or high-value items before service. We are not responsible for normal wear and tear, pre-existing damage, or damage caused by items that are unsecured, improperly installed, or unable to withstand normal cleaning.

Damage Reporting

If our team causes or discovers damage, we will document it and notify you promptly. Clients should report suspected damage as soon as possible, preferably within 24 hours, so the circumstances can be reviewed fairly. Please do not arrange repairs or discard an item before CleanSource has had an opportunity to inspect it.

Keys, Codes, and Privacy

Access information is used only to perform scheduled services and should be provided through the agreed secure method. Please notify us promptly if a key, code, alarm instruction, or authorized contact changes. CleanSource team members are expected to respect client privacy and may not open closed doors, drawers, cabinets, or personal containers unless doing so is part of the approved cleaning scope.

Photos

Before-and-after photos may be useful for quality control, documenting property condition, training, or marketing. Marketing use is always optional and requires the client's permission. Photos will not intentionally include people, names, addresses, family photographs, mail, financial information, alarm details, or other identifying information.

Communication

Please contact CleanSource directly with scheduling changes, special requests, concerns, or feedback. Clear communication helps us protect your reserved time and deliver the consistent service you expect.

Contact CleanSource

Phone: 641-777-7645 | Email: info@mycleansource.net | Website:
www.mycleansource.net