



Terms of Service

Effective Date: May 15, 2026

These Terms of Service ("Agreement") govern the relationship between Stellar Home Services, LLC ("Company," "we," "us," or "our") and the customer ("Client," "you," or "your"). By signing a quote or scheduling a service, you agree to be bound by the following terms.

1. Services Provided

We provide professional residential and commercial cleaning services, including:

- Window Cleaning: Interior and exterior, sill cleaning, screen cleaning, frame cleaning.
- Soft Washing & House Washing.
- Pressure Washing: Driveways, walkways, and hardscapes.
- Floor Care: Carpet cleaning and tile & grout cleaning.

2. Quotes and Estimates

- Free Estimates: All initial quotes are provided free of charge.
- Cost Determination: Costs are determined based on the scope of work, property size, and specific cleaning requirements.
- Electronic Approval: Quotes are delivered electronically. Work will not commence until the Client has confirmed and digitally signed the quote.

3. Scheduling and Deposits

- Booking: Services can be scheduled in person or via phone/text. A formal electronic confirmation will be sent upon booking.
- Deposit: A 25% deposit is required to secure your service date. This deposit will be applied to your final invoice.
- Cancellation Policy: Deposits are non-refundable if a service is canceled within 24 hours of the scheduled time. However, if the service is rescheduled and completed within 30 days of the original date, the deposit may be applied to the new date.

4. Customer Responsibilities

To ensure a safe and efficient job completion, the Client agrees to:

- Access: Ensure all service areas are accessible at the scheduled time.
- Pets: Keep all pets contained and away from the work area. Any interactions between pets and staff are at the homeowner's sole liability.
- Utilities: Provide access to necessary utilities, including exterior water spigots and/or electrical outlets as required for the specific service.

5. Payment Terms

- Final Payment: The remaining balance is due immediately upon completion of the service.
- Accepted Methods: We accept major credit cards, debit cards, and electronic bank transfers via our Jobber payment portal. We also accept checks and cash. Fine of \$30 will be charged for returned checks.

6. Change Orders and Extra Work

Any requests for additional work made while our team is on-site must be confirmed electronically. We will provide a revised cost estimate for the extra work, which must be approved before the additional tasks are performed.

7. Industry Standard Guarantees

We strive for 100% satisfaction. If you are not satisfied with the quality of our work, please notify us within 24 hours of service completion, and we will return to address the specific area of concern at no additional cost.

8. Property Damage and Unforeseen Conditions

- Pre-existing Conditions: We are not responsible for damage resulting from pre-existing conditions, such as oxidized paint, rotted wood, loose mortar, or compromised window seals.
- Siding/Screens: While we take extreme care, we are not liable for the breakage of brittle plastic or aged screens that may fail during standard cleaning procedures.
- Unforeseen Issues: If we encounter conditions that make a service unsafe or impossible to complete (e.g., electrical hazards, structural instability), we reserve the right to pause work until the issue is resolved.

9. Limits of Liability

Stellar Home Services, LLC is insured for general liability. Our liability for any claim arising out of the performance of our services is limited to the total amount paid by the Client for that specific service. We are not liable for any indirect, incidental, or consequential damages.

10. Termination of Service

Either party may terminate this Agreement at any time. If the Client terminates after work has begun, they are responsible for payment for the portion of work completed. We reserve the right to refuse or terminate service if the work environment is deemed unsafe or if the Client violates these terms.

Contact Information

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