



CLEAN CRAFT SERVICES, LLC

TERMS & CONDITIONS

Effective From: August 28, 2024

Welcome to Clean Craft Services LLC. By accessing our website, using our cleaning services, or interacting with our automated phone and text messaging systems, you agree to comply with and be bound by the following Terms & Conditions.

1. Services and Bookings

Clean Craft Services LLC provides professional residential and commercial cleaning services. Bookings made through our online links or text confirmations are subject to availability and scheduling verification.

2. Text Messaging (SMS) Program Terms

By calling our business phone numbers or clicking "Call" on our Google Ads, you explicitly opt-in to receive automated transactional text messages from Clean Craft Services LLC.

- **Program Description:** Messages are sent to provide you with an immediate booking link to schedule your cleaning service, follow up on appointment details, or provide service notifications.
- **Frequency:** Message frequency varies based on customer interaction and scheduling requests. Our system sends a single, one-time booking link text immediately following an inbound phone call.
- **Cost:** Message and data rates may apply from your mobile carrier. Clean Craft Services LLC does not charge for sending or receiving text messages.
- **Opt-Out (Stop):** You can cancel the SMS service at any time. Just text STOP to our number. After you send "STOP", we will send you a final confirmation text, and you will no longer receive text messages from us.
- **Help:** If you need assistance, reply HELP to our text message or contact support directly at cleancraftservicesllc@gmail.com.

3. Cancellation & Rescheduling Policy

To maintain efficient scheduling for our cleaning crews, we require a minimum of 24 hours' notice for any cancellations or appointment modifications. Failure to provide 24 hours' notice may result in a 100% cancellation fee.

4. Limitation of Liability

Clean Craft Services LLC is not liable for delayed, failed, or undelivered SMS messages, as text delivery depends on your mobile carrier's network operation.