

# Terms and Conditions

**Effective Date August 31st, 2024**

Welcome to Emergency Hero LLC ("we," "our," or "us"). These Terms and Conditions ("Terms") govern your use of our website and services. By accessing our website or booking services with us, you ("user," "client," or "customer") agree to be bound by these Terms. Please read them carefully.

## 1. Services

Emergency Hero LLC provides cleaning services for both residential and commercial clients. Services offered may include, but are not limited to:

- Routine and one-time cleaning,
- Deep cleaning,
- Specialty services (e.g., move-in/move-out cleaning, post-construction cleaning).

The details of each service will be agreed upon at the time of booking, and any additional requests or changes may incur extra charges.

## 2. Booking and Cancellation Policy

- **Booking Confirmation:** Once you request a service, you will receive a confirmation email or message outlining the details, including date, time, and location. Please review and confirm all details.
- **Cancellations and Rescheduling:** Cancellations or rescheduling should be made at least 24 hours in advance. If less than 24 hours' notice is provided, a cancellation fee of 50% may apply. Failure to be present or provide access at the scheduled time may also result in a service fee.
- **Changes to Service:** If you need to modify the scope or details of the service, please inform us as soon as possible. Additional charges may apply for extra time, materials, or services not included in the initial agreement.

## 3. Payment Terms

- **Pricing:** The cost of services will be provided at the time of booking, and prices may vary based on service type, frequency, and location.
- **Payment:** Payment is due upon completion of services unless otherwise agreed. We accept [credit/debit cards, online payments, cash, etc.]. Any overdue payments may incur late fees or result in suspension of services until payment is received.
- **Refunds:** Refunds are available at our discretion and may be provided if you are not satisfied with our service and notify us within 48 hours. We will make every reasonable effort to address any issues.

#### **4. Client Responsibilities**

To ensure our services are delivered efficiently, we request that clients:

- Provide safe and appropriate access to the property at the scheduled time,
- Secure valuables or fragile items in the service areas,
- Make sure all necessary utilities (e.g., water, electricity) are available.

Emergency Hero LLC is not responsible for damages caused by pre-existing conditions, unsafe environments, or items that are not reasonably accessible.

#### **5. Limitation of Liability**

While we strive to provide high-quality cleaning services, Emergency Hero LLC and its staff are not liable for:

- Losses or damages resulting from delays or inability to provide services due to circumstances beyond our control (e.g., severe weather, natural disasters),
- Any indirect, incidental, or consequential damages related to the use of our services or website.

Our liability for any claim related to our services is limited to the amount you paid for the service in question.

#### **6. Warranty and Satisfaction Guarantee**

We stand behind our work. If you are not satisfied with our services, please contact us within 24 hours, and we will arrange a follow-up service to address your concerns.

#### **7. Intellectual Property**

All content on this website, including text, images, and logos, is the property of Emergency Hero LLC and may not be reproduced, distributed, or used without our express permission.

#### **8. Privacy**

Your use of our website is also governed by our Privacy Policy, which outlines how we collect, use, and protect your information. By using our website, you consent to our privacy practices as outlined in our Privacy Policy.

#### **9. Governing Law**

These Terms shall be governed by and construed in accordance with the laws of Prince George's County, Maryland, without regard to its conflict of law provisions. Any disputes arising under or related to these Terms shall be resolved exclusively in the courts located in Prince George's County Maryland.

## **10. Changes to Terms**

We reserve the right to update these Terms from time to time. Any changes will be posted on this page with an updated effective date. We encourage you to review these Terms periodically.

## **11. Contact Us**

If you have any questions or concerns regarding these Terms, please contact us at:

**Emergency Hero LLC**

[emergencyherollc@gmail.com](mailto:emergencyherollc@gmail.com)