

KC Cleaning & Repair Policy

A. Cleaning

General

- ✓ We clean according to our standard checklist which will be sent to you to be filled out.
- ✓ We require legal and safe parking within a reasonable distance. In Japan, street parking is generally illegal, and parking at convenience stores or unrelated facilities is not permitted.
- ✓ Consistent access to the property is required during the cleaning period.
- ✓ We are not liable for any incidents or damages unrelated to our service.
- ✓ A professional and safe working environment is required. Abusive language, sexual harassment, or unsafe conditions may result in immediate cancellation and full payment regardless of work completed.
- ✓ We do not provide childcare or pet care. Children and pets must be supervised at all times.
- ✓ For safety, we do not answer the door. Please notify us in advance if you are expecting a package or visitor.
- ✓ We may request that dogs be secured in a kennel or separate room during service.
- ✓ We prioritize safety in lifting, reaching, climbing, and ladder use.
- ✓ All requests or concerns must go through management. Please report any problems during cleaning directly to us.
- ✓ During hot weather, we ask that the air conditioner be set to 24° C (75° F) or below.
- ✓ Arrival times are given in a 30-minute window; exact arrival time is not guaranteed.
- ✓ We take care to avoid damage, but accidents can happen. We have liability coverage for repair or replacement. Identical replacement may not be guaranteed. Damage must be reported within 24 hours. After 48 hours, we are not liable.

Living Room

- ✓ We do not dust surfaces with many fragile or breakable items (e.g., display cabinets). We do not clean TV screens due to warranty concerns, but we dust the frames and surfaces.
- ✓ Furniture will not be moved unless requested.
- ✓ While we aim to reduce dust, complete removal may not be possible in homes with long gaps between cleanings, pets, or specific layouts.

Bedrooms

- ✓ We can change linens if clean ones are placed on the bed. Beds with items such as clothing or toys will be left untouched.
- ✓ Excessively messy rooms may not be serviced.
- ✓ We may not be able to make loft beds or top bunks due to safety and time constraints.

Bathrooms

- ✓ Each bathroom must have a toilet brush in good condition.
- ✓ To replace trash liners, please leave new ones visible.
- ✓ Please remove excess items from vanities and tubs for a more thorough cleaning.
- ✓ Shower glass doors can break unexpectedly. If breakage occurs, we will clean up the glass and inform you, but we are not responsible for replacement.
- ✓ We work to reduce mold, but complete removal or prevention of regrowth is not guaranteed. We recommend regular airing and drying of bathrooms.

Kitchens

- ✓ We do not wash heavily soiled, burned, or cast iron dishes. Sentimental or expensive items should be hand-washed by the customer.
- ✓ Please stock trash liners, sink nets, and garbage bags in an accessible location.
- ✓ Fridge and oven cleaning are add-ons and must be booked in advance.
- ✓ Drip pans may not come completely clean due to discoloration or carbon buildup.

For fridge cleaning, please dispose of expired food and empty the fridge as much as possible.

Cancellations

- ✓ Please give as much notice as possible if canceling. Our staff relies on stable schedules.
- ✓ Cancellations or rescheduling must be done at least 24 hours in advance.
- ✓ Late cancellations (less than 24 hours) are subject to a ¥5,500 fee.
- ✓ If you are sick or have a fever, please let us know. We may ask to reschedule or request that you stay isolated in a room we will not clean.
- ✓ If we arrive and cannot access the home within 30 minutes, we will cancel or reschedule and charge a ¥5,500 lockout fee.
- ✓ Frequent cancellations (2 in 2 months or 2 in a row) may result in a ¥5,500 cancellation

fee.

- ✓ Let us know well in advance about extended absences. We can hold your spot for up to 1 month. Please consult us for longer gaps.
- ✓ Extreme weather, such as typhoons, may lead to cancellations. If your power is out, please inform us if you're scheduled that day.

Privacy

- ✓ We may take photos of areas for insurance, training, or promotional use. If you do not want photos used for promotion, let us know.
- ✓ All communication with KC Cleaning is confidential.
- ✓ Secure your valuables, money, medications, and sensitive items before cleaning to prevent accidents or misunderstandings.

Payments and Refunds

- ✓ We charge hourly, not by task. We clean based on your prioritized list but do not guarantee all tasks can be completed within the time booked.
- ✓ We accept electronic payments by credit/debit card.
- ✓ New customers are required to pay a non-refundable deposit equal to **1 hour of cleaning**, based on the type of service booked. The deposit is due at the time of booking. Failure to pay may result in cancellation.
- ✓ **We keep your card on file and automatically charge it on the day of service.** Let us know in advance if you need to update your payment information. If using another method, full payment is due **before** the cleaning begins.
- ✓ If you are unsatisfied with the cleaning, contact us within 24 hours and we will return to address the issue.

Entry Access Options

To service your home, we need reliable, legal access. Below are the accepted options:

- The door will be left unlocked (may not be possible in apartment buildings)
- Someone will let the staff in (arrival window is within 30 minutes of start time)
- You will provide a code for building entry
- A key will be placed in a designated, agreed-upon location

B. Repairs

Services Provided

We offer light, non-structural home repair services to help maintain the appearance and functionality of your property. Our services include:

- Patching or replacing wallpaper
- Repairing wall dents, scratches, or surface damage
- Replacing cabinet doors or handles
- Basic carpentry touch-ups
- Other small-scale, cosmetic repairs upon request

Scope of Work

Please note the following limitations:

- We do not provide electrical, plumbing, or structural repairs
- Our services do not include projects requiring construction permits
- We reserve the right to decline work outside our expertise

Pricing & Estimates

- All services begin with a free estimate based on your description or photos
- Additional time or materials will be billed accordingly
- A formal quote will be provided before any work begins

Materials

- Common repair materials (e.g. screws, filler, adhesives) are included in the base fee
- Custom materials (e.g. matching wallpaper, replacement cabinet parts) will be sourced at an additional charge
- Clients may supply their own materials, but we are not liable for quality or fit

Guarantee

We stand behind our work. Repairs are guaranteed for **7 days** after completion for issues directly caused by our workmanship.

This guarantee excludes:

- Normal wear and tear or new damage
- Issues with client-supplied materials
- Repairs compromised by underlying structural problems

Conditions & Limitations

Repairs may be postponed or declined due to:

- Unsafe or unsanitary work environments
- Requests beyond the scope of our service
- Situations that require specialized licensing or skills

Clean-Up

We will clean the immediate work area after completion. For repairs involving wallpaper removal, sanding, or dust, we recommend a light cleaning of the space afterward.