



# **SOLDIERS' MOM**

**MAKING SERVICE MEMBERS' DAILY LIVES A LITTLE EASIER**



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Dear Valued Client:

Thank you for choosing Soldiers' Mom for your professional cleaning solutions. We are happy to serve you with the upmost professionalism, reliability, and respect.

Soldiers' Mom was founded in 2015 with the mission to serve and make the lives of our service members easier. We exclusively serve military and governmental officials. Here at Soldiers' Mom, we pride ourselves in going above and beyond and are sure to impress the most rigid of standards. We are bonded, insured, licensed, and 100% command approved.

### Flexibility & Accommodation:

At Soldiers' Mom, we will always put our mission first by being as helpful as possible, through flexibility and accommodations. Our military customers may use one of the following methods to purchase services from us:

- ✓ Make Your Own Offer
- ✓ Request a Custom Quote
- ✓ Request a Pre-Packaged Quote

While our checklists are quite detailed and very thorough, we also understand not everyone needs everything we have to offer. We are that business that will never turn someone away, at least for now. Name Your Price [here](#).

### Included in this welcome packet:

- General & Unfair Solicitation Agreement
- Authorization to Enter Form
- Payment Authorization Form
- Respect/Refund Policy
- Referral Cards

Please, if you have any questions regarding our services or your appointment don't hesitate to contact our offices. We would be happy to address any questions prior to contract of services.

### Soldiers' Mom, LLC

JBAB, Washington, DC

833-ITS-CLEAN

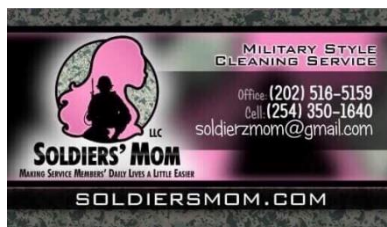
[soldierzmom@gmail.com](mailto:soldierzmom@gmail.com)

[www.soldiersmom.net](http://www.soldiersmom.net)

### To Do:

- Read Welcome Email
- Complete All Enclosed Forms
- Return All Enclosed Forms
- Confirm Appointment

Thank you for choosing Soldiers' Mom!





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**JBAB, Washington, District of Columbia 20032**

## **UNFAIR SOLICITATION AGREEMENT**

We value our employees and pour an enormous amount of time, energy and, expense into our screening, hiring, and training process. We are proud of the fact that Soldiers' Mom Cleaning Service, LLC. has the lowest employee turnover rate in the nation. This agreement helps safeguard our success at providing only the best staff to our deserving customers. Sadly, some people want quality without paying for it and attempt to undercut our efforts by trying to "poach" our employees. It is for this reason that our customers and employees sign our "finder's fee" agreement, minimizing the risk of unfair solicitation which undermines the good experience all our clients have come to expect. Please help us maintain our extraordinary success by not soliciting our employees for hire directly:

I \_\_\_\_\_, have read and agree to the terms stated below:  
(Print Name)

- ❖ I understand that SOLDIERS' MOM, LLC employees are not allowed to engage in a work-relationship directly with me for one full year after employment termination.
- ❖ I understand that I will be charged a \$2,500 finder's fee if I hire a Cleaning Technician employed by SOLDIERS' MOM on an individual basis for private work.
- ❖ I understand I may be billed for service at the full or partial rate for failing to provide access to the home upon arrival if we are unable to get in to clean or are turned away at the door.
- ❖ I understand there may be a \$70 "late cancel" fee for canceling without 48-hour notice.
- ❖ I understand payment is due at the time of service, and my credit card number may be securely retained as back up payment for undisputed delinquent balances.
- ❖ I understand that while I may be offered discounts, SOLDIERS' MOM, LLC does not offer full monetary refunds for services rendered.

Solicitation of a SOLDIERS' MOM employee for private hire will result in permanent termination of service and forfeiture of any unused gift cards.

\_\_\_\_\_  
(Client)

\_\_\_\_\_  
(Date)

Thank you for your cooperation and for your patronage. We are honored to clean for you and hope this experience is a memorable one for you!



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JBAB Bolling AFB  
833-ITS-CLEAN

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## AUTHORIZATION TO ENTER/KEYS INSTRUCTIONS

In the event that the client is unable to be home at the time of the scheduled appointment, this letter authorizes Soldiers' Mom LLC employees to enter the client's home, at the following:

Client Name: \_\_\_\_\_

Address: \_\_\_\_\_

If we are unable to gain access to the residence due to the client not being home and entry keys or codes are not provided, this will result in a service cancellation and will accrue the appropriate cancellation fee of \$70. By providing Soldiers' Mom entry access to the residence will ensure that we can conduct scheduled services and avoid fees that could be accrued in connection with our cancellation policy. If you have any questions or special instructions regarding entry to your residence, please contact our office at 833 ITS-CLEAN. Contact our offices at least 48-hours prior to your scheduled services appointment to cancel or reschedule services to avoid accruing cancellation fees.

Special Instructions: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Client Signature: \_\_\_\_\_

Please sign and return this form to: [soldierzmom@gmail.com](mailto:soldierzmom@gmail.com)

Thank You for Your Business,  
Soldiers' Mom LLC



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ACT! Payment Field \_\_\_\_\_

## Credit Card Payment

\_\_\_\_\_ Office use only

Visa  Discover  Master Card

RAN card on this date

Client \_\_\_\_\_

Payee (if different from the client) \_\_\_\_\_

Account Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

v code: (3-4 digits) \_\_\_\_\_

Address associated with *THIS* card \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

***This is a recurring charge of:***

weekly  bi-weekly  monthly  
(charged the day of service only!)

\$ \_\_\_\_\_ each time \$ \_\_\_\_\_ e.o. time

***Office Use Only:***

CC Invc. # \_\_\_\_\_

Approval Code \_\_\_\_\_

Reference # \_\_\_\_\_

\$ \_\_\_\_\_  
 \$ \_\_\_\_\_  
 \$ \_\_\_\_\_  
 \$ \_\_\_\_\_  
 \$ \_\_\_\_\_  
 \$ \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

One-Time Charge \$ \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
 Type of Service and Date

**\*\*Payments may also be made by check or PayPal, for your convenience\*\***



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## Respect/Refund Policy

Soldiers' Mom, LLC was founded out of a passion to help others with the goal to make the lives of our clients a little easier. We promise our clients we will always be respectful and treat everyone fairly. In turn, we expect the same courtesies. We understand mistakes happen, we are all human, we want you to understand we will work with you to make sure you are satisfied. If you are not, please let us know right away. We will make it right!

The last thing we need is unnecessary stress, problems, drama, or back and forth regarding policies. We have had our share of the drama and rude customers, what business doesn't. We do not wish that on anyone, and do not want that to happen to us. To avoid similar issues from arising again, we had to come up with the following:

You understand that you have many options in choosing the right cleaning service for your needs, you made an informed decision to hire us above other companies or individuals because we are a great business that provides consistent excellent services, we are reliable and can be trusted. Please make sure you read our policies and rules thoroughly. You have our 100% satisfaction guarantee for all paid services. All bonus, extra, or free services are not covered under our satisfaction guarantee.

How does the guarantee work? Please conduct your walk through immediately after the job has been completed if you are home during the cleaning, and bring up all your concerns while the cleaners are still at the house. Our cleaners will make sure to correct any and all mistakes right there and ask you to do another walk through before they leave. If you are not home during the appointment, please be sure to do the walk through as soon as you get home and check items that were missed using the enclosed checklist and return by email within six hours after the job completion. **DO NOT** text or call Christina to report concerns, use our system of reporting. We promise to make sure that you are satisfied with the services rendered and will re-clean any areas of concern. We do ask that you are present at the time of re-cleaning to conduct the final walkthrough.

Once you have done your walk through, while the cleaners are at the house, and our cleaners have addressed your concerns and left, we will not accept any more incoming concerns after the fact. Unfortunately, we have had customers who filed complaints after this window has been closed. Please understand it takes time, extra resources, and efforts to go back to a job site that was already completed and all concerns were addressed. You agree and understand that it is your responsibility to read and understand how we operate before you hire us because we will not be responsible if you decide to not follow these fair operational rules and policies.

You understand we do not offer refunds, you cannot post anything negative against Soldiers' Mom LLC on the internet, and that you waive all rights to complain anywhere else, if you do not follow our rules and operating guidelines. By hiring Soldiers' Mom, you enter into an agreement that you will follow our rules and general policies to make sure both parties have a great experience that is as stress free experience as possible.

Our mission: To make your daily life a little easier.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

We look forward to a memorable working relationship.

Soldiers' Mom, LLC