



Bay Area/Contra costa

services@luxenclean.com

www.luxenclean.com

925-532-7675

TERMS & CONDITIONS

1. Agreement

Please read these Terms and Conditions ("T&C") carefully. By hiring our services, using our website or platform, or accepting an estimate or invoice, the Client agrees to be legally bound by these T&C.

2. Services

Luxen Clean LLC provides eco-friendly premium cleaning services ("Services") as described in the specific estimate, invoice, or service agreement provided to the Client. Services may include residential cleaning, deep cleaning, move-in/move-out cleaning, post-construction cleaning, Airbnb cleaning, and window cleaning.

3. Scope of Work

The scope of services (areas to be cleaned, service frequency, equipment used, cleaning products, and service limitations) will be detailed in the estimate or service agreement.

Any additional request, change, or add-on service must be agreed to in writing and may result in additional charges.

4. Payment Terms

- The Client agrees to pay the total amount listed on the estimate or invoice. Recurring or subscription services may be automatically charged to the payment method on file.
- Payments are due immediately upon completion of service unless otherwise stated in writing.
- Prices do not include taxes or additional fees unless specified.
- Luxen Clean LLC reserves the right to suspend or cancel services for unpaid balances.

5. Cancellation Policy

To protect our staff's time and scheduling, the following rules apply:

I. -Client Cancellations

- Cancellations must be made at least 24 hours before the scheduled appointment.
- Cancellations made with less than 24 hours' notice will incur a 30% cancellation fee of the service total.
- Cancellations on the same day or failure to provide access to the property will incur a 50% fee of the service total.



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II. -Rescheduling

- Rescheduling with more than 24 hours' notice is free.
- Rescheduling with less than 24 hours' notice may incur fees or be subject to availability.

III. -Company Cancellations

Luxen Clean LLC may cancel or reschedule in cases of emergencies, unsafe conditions, or force majeure events. In such cases, the Client may choose between rescheduling at no cost or receiving a full refund (if prepaid).

6. Products & Equipment

Luxen Clean uses professional, eco-friendly cleaning products and commercial-grade equipment. If the Client requests the use of their own products or supplies, Luxen Clean LLC is not responsible for any damages resulting from those products.

7. Liability

- Luxen Clean LLC will make every effort to deliver high-quality service.
- The company is not responsible for:
 - Pre-existing damage
 - Mold, mildew, or hazardous conditions
 - Fragile or unsecured items left in vulnerable areas
 - Clients are responsible for securing valuables, cash, jewelry, and personal items.

Maximum Liability

In case of proven negligence, Luxen Clean LLC's liability shall not exceed the total amount paid by the Client for that specific service. (This clause is standard but should be reviewed by an attorney for exact applicability under California law.)

8. Service Guarantee

The Client must report any service issue or concern within 24 hours after completion. Luxen Clean LLC will return to address the issue or provide an appropriate solution at no additional cost.



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9. Privacy & Data Protection (CCPA Compliance)

Luxen Clean LLC collects and processes personal data in accordance with the California Consumer Privacy Act (CCPA).

This includes the Client's rights to:

- Know what personal data is collected
- Request deletion
- Request correction
- Optout of certain data uses
- Not be discriminated against for exercising rights

Personal data is used exclusively for:

- Service delivery
- Scheduling
- Billing and receipts
- Legal compliance
- Marketing (only with consent)

10. Intellectual Property

All branding elements, logos, images, designs, website content, marketing materials, and documents belonging to Luxen Clean LLC remain the company's exclusive intellectual property. Unauthorized reproduction, modification, or distribution is prohibited.

11. Force Majeure

Luxen Clean LLC shall not be held liable for delays or failures caused by events outside its reasonable control, including but not limited to natural disasters, government actions, extreme weather, illness, accidents, or utility outages.

12. Changes to Terms

Luxen Clean LLC reserves the right to update or modify these T&C at any time. Updated terms will take effect when posted on our website or communicated to Clients directly.



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13. Governing Law & Jurisdiction

These Terms & Conditions are governed by the laws of the State of California.

Any dispute shall be resolved in the courts of Contra Costa County, California, unless otherwise required by law.

14. Severability

If any provision of these T&C is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect according to California law