WeClean Florida

SERVICE TERMS AND CONDITIONS

IMPORTANT LEGAL NOTICE

This is a business-draft document, not legal advice. No contract can prevent every dispute or lawsuit. A Florida-licensed attorney should review these terms, the business legal name, insurance coverage, pricing, and local requirements before customer use.

Effective date: September 27, 2026

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Service Agreement Overview

These terms apply to ordinary interior cleaning services provided by WeClean Florida for homes, apartments, Airbnb and other short-term rental properties, offices, commercial buildings, company spaces, eviction and foreclosure properties, and move-in or move-out services. The accepted quote, any written service notes, and these terms form the service agreement.

1. Quotes, Scope, and Pricing

Quotes are estimates based on the information, square footage, photographs, videos, and property condition provided by the customer. The price or schedule may be revised if the information is incomplete or inaccurate, if the condition is materially different on arrival, or if additional work is requested.

Only cleaning tasks listed in the accepted quote or written service description are included.

The customer must identify priority areas, delicate finishes, access restrictions, and known damage before service begins.

2. Customer Authority and Property Access

The customer represents that they own, occupy, manage, or are otherwise authorized to request cleaning at the property and to permit entry.

The customer must provide safe and timely access, accurate alarm or gate instructions, and lawful parking. WeClean Florida is not responsible for delays caused by missing or incorrect access information.

If access is unavailable at the scheduled time, the service may be shortened, rescheduled, or treated as a late cancellation. Any lockout or return-trip fee must be disclosed in the accepted quote or booking confirmation.

3. Supplies, Utilities, and Working Conditions

Unless otherwise agreed, WeClean Florida supplies ordinary cleaning products and equipment. The customer must disclose material allergies, sensitivities, required products, prohibited products, manufacturer care instructions, and surfaces requiring specialty treatment before service.

The property must have working electricity, lighting, hot and cold running water, climate control reasonably appropriate for safe work, and access to a functioning sink and toilet. If utilities are unavailable, affected tasks may be skipped or the appointment may be rescheduled.

WeClean Florida may refuse to use unlabeled, expired, mixed, damaged, or unsafe customer-supplied chemicals.

4. Safety, Hazardous Conditions, and Right to Stop Work

The customer must disclose known hazards, including pests, mold, unstable conditions, exposed wiring, needles or sharps, weapons, illegal substances, human or animal waste, excessive biohazards, contagious-condition precautions, and dangerous chemicals.

Ordinary cleaning does not include remediation, extermination, restoration, crime-scene cleanup, hoarding remediation, hazardous-waste handling, or work requiring a professional license unless separately agreed and legally permitted.

WeClean Florida may stop or refuse work when conditions reasonably appear unsafe, unlawful, outside the agreed scope, or likely to damage property. Charges will be limited to work performed and any disclosed cancellation or mobilization fee.

5. Children, Pets, and Other Occupants

The customer must supervise children, pets, guests, other service providers, and occupants and keep them away from active work areas, wet floors, equipment, and cleaning products.

Pets must be secured when necessary for safety or to prevent escape. WeClean Florida is not responsible for a pet that escapes because it was not properly secured or because access instructions were inaccurate, except to the extent caused by WeClean Florida negligence.

6. Valuables, Fragile Items, and Pre-Existing Conditions

Before service, the customer must secure cash, jewelry, medications, firearms, important documents, collectibles, sentimental items, and other valuables. Fragile or unstable items should be identified and moved or clearly marked.

WeClean Florida is not responsible for ordinary wear, deterioration, manufacturer defects, loose fixtures, improperly installed items, unstable furniture, or damage that existed before service. Photographs may be taken to document condition or completed work when reasonably necessary.

The customer must disclose natural stone, unsealed surfaces, specialty coatings, antique finishes, electronic equipment, and items requiring manufacturer-specific care.

7. Cancellations, Rescheduling, and Timing

Cancellation and rescheduling terms stated in the quote or booking confirmation apply. Any fee must be clearly disclosed before booking. WeClean Florida may reschedule for severe weather, illness, unsafe conditions, vehicle problems, or other circumstances outside reasonable control.

Arrival and completion times are estimates. Service time may vary based on access, property condition, staffing, and the actual scope. Delays do not automatically create a refund right, but WeClean Florida will communicate material schedule changes when reasonably possible.

8. Payment and Authorization

Payment is due as stated in the accepted quote or invoice. The customer authorizes charges only for accepted services, approved additions, applicable taxes, and clearly disclosed fees.

Unpaid balances may result in suspension of future service and lawful collection activity. The customer remains responsible for undisputed amounts. Nothing in these terms limits rights or remedies that cannot legally be waived.

9. Service Concerns and Re-Clean Requests

The customer should inspect the work promptly and report a specific service concern within 24 hours after completion, together with reasonable supporting details or photographs. This short notice period helps WeClean Florida investigate conditions before they change.

When appropriate, WeClean Florida may offer a reasonable re-clean of the affected area. A re-clean is not available for work outside the agreed scope, new messes, access restrictions, customer-supplied product limitations, or conditions concealed before service.

This section does not eliminate any nonwaivable consumer right or legal remedy.

10. Damage or Loss Claims

The customer should report alleged damage or loss as soon as reasonably possible, preferably within 24 hours, and preserve the item and relevant evidence for inspection. WeClean Florida may request photographs, proof of ownership, repair estimates, and information about age and pre-existing condition.

WeClean Florida may, when legally appropriate, choose repair, replacement with a reasonably comparable item, payment of actual proven loss, or submission to applicable insurance. Betterment, upgrades, sentimental value, and unsupported replacement cost are not guaranteed.

No provision excuses fraud, intentional misconduct, gross negligence, or any liability that Florida law does not allow the parties to limit.

11. Limitation of Liability

To the fullest extent permitted by Florida law, WeClean Florida will not be liable for indirect, incidental, special, exemplary, or consequential damages, including lost profits, lost rental income, or loss of use, unless such limitation is prohibited by law.

To the fullest extent permitted by Florida law, total liability arising from a particular service will not exceed the greater of the amount paid for that service or the amount recoverable under applicable insurance for the covered claim. This limitation does not apply where Florida law prohibits it.

These limitations must be reviewed by Florida counsel for clarity, conspicuousness, insurance consistency, and enforceability before use.

12. Customer Responsibility and Limited Indemnity

To the extent permitted by law, the customer is responsible for claims, costs, or losses caused by the customer's material breach of these terms, lack of authority to grant access, undisclosed dangerous conditions, unlawful instructions, or acts of the customer, occupants, pets, guests, or other service providers.

The customer does not indemnify WeClean Florida for losses caused by WeClean Florida's own negligence, gross negligence, intentional misconduct, or other liability that cannot lawfully be shifted.

13. Privacy, Photographs, and Customer Information

Customer contact information, service details, property photographs, videos, and access information will be used for quoting, scheduling, performing, documenting, communicating about, and administering services.

WeClean Florida will take reasonable measures to protect covered electronic personal information and will dispose of customer records when no longer reasonably needed, subject to legal, tax, insurance, and recordkeeping requirements.

Customer photographs or property information will not be used publicly for advertising without separate permission. Customers should not upload sensitive identification, financial account information, passwords, medical records, or images unrelated to the requested service.

14. Electronic Records and Acceptance

The parties agree that quotes, approvals, notices, invoices, signatures, and service records may be created, delivered, accepted, and retained electronically. The customer should save or print a copy of the accepted terms.

Checking an acceptance box, electronically signing, paying an invoice that incorporates these terms, or authorizing service after receiving the terms may show acceptance to the extent permitted by applicable law.

15. Disputes, Florida Law, and Venue

Before filing a claim, each party should provide written notice describing the dispute and allow a reasonable opportunity for good-faith review and informal resolution. Emergency relief and legally protected deadlines are not waived.

Florida law governs this agreement without regard to conflict-of-law rules. Any court proceeding must be brought in a court with lawful subject-matter and personal jurisdiction and proper venue under applicable Florida law.

No arbitration requirement, class-action waiver, or shortened lawsuit deadline is included in this draft. A Florida attorney should advise whether any such provision is lawful and appropriate for the business.

16. Entire Agreement, Severability, and Changes

The accepted quote, written service details, and these terms are the entire agreement for the service and replace prior discussions about the same work. A written change accepted by both parties controls over inconsistent general language.

If a provision is found unenforceable, it will be enforced to the maximum lawful extent or severed, and the remaining provisions will continue to apply. Failure to enforce a provision once is not a permanent waiver.

Updated terms apply only after reasonable notice and do not retroactively change an already accepted service unless both parties agree.

Customer Acknowledgment

By signing or accepting electronically, the customer acknowledges receiving and reviewing the accepted quote, service details, and these terms. The customer confirms authority to request the service and agrees to provide accurate information and safe access.

Customer name	Property address
Customer signature	Date
WeClean Florida representative	Accepted quote / invoice number

Required before customer use: Replace any trade-name-only reference with the correct registered legal entity and DBA, confirm cancellation and access fees, align liability language with insurance, and have a Florida-licensed business attorney approve the final version.

Florida Legal Reference Notes

These sources informed the draft. They do not replace legal advice, and the final agreement must be reviewed for the business's facts, insurance, city and county requirements, and current law.

Florida Deceptive and Unfair Trade Practices Act, Fla. Stat. ss. 501.201-501.213

Requires honest, nondeceptive business practices and provides consumer remedies. The terms preserve nonwaivable consumer rights.

https://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0500-0599/0501/0501PARTIIContentsIndex.html

Florida Uniform Electronic Transaction Act, Fla. Stat. s. 668.50

Recognizes electronic records, signatures, and contracts when statutory conditions are satisfied and records can be retained.

https://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0600-0699/0668/Sections/0668.50.html

Florida Information Protection Act, Fla. Stat. s. 501.171

Requires reasonable protection of covered electronic personal information, disposal measures, and specified breach responses.

https://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0500-0599/0501/Sections/0501.171.html

Individual remedies under FDUTPA, Fla. Stat. s. 501.211

Allows qualifying consumers to seek relief and actual damages, with fees and costs governed by Florida law.

https://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0500-0599/0501/Sections/0501.211.html

Drafting note: Florida contract enforceability also depends on case law, the wording and presentation of the agreement, the parties, the type of claim, and the facts. Broad releases, indemnity clauses, venue provisions, and damage limitations deserve individualized attorney review.