

SERVICE QUALITY GUARANTEE

All City Cleaning strives to provide outstanding cleaning services for our clients. If you are unhappy with any cleaning service provided, you are required to notify us within 24 hours of service in order for us to address and correct the problem.

If we receive prompt notification, we will come back to examine the problem. If the problem involves the quality of service we have provided, we pledge to correct the problem at no charge and additionally provide one half hour of cleaning services at no extra charge to compensate for your inconvenience.

If we do not receive notice of a problem within 24 hours of the cleaning, or if you decide to correct the problem yourself, we will not be able to correct the problem for you nor will you be compensated for your inconvenience.

If you have purchased hourly cleaning, we can only guarantee that a cleaner will stay for the specified amount of time. We may not be able to complete all tasks if time runs short. Therefore, if the problem involves the time needed to complete the cleaning service rather than the quality of the service itself, we can only correct the problem if you purchase additional cleaning time