

# RULES OF ENGAGEMENT

## CONFIDENTIALITY

Client privacy is of the utmost importance to Major Mom and Major Mom Liberators. All information seen, heard, and discussed with your Liberator is strictly confidential. A copy of the Major Mom Code Of Conduct is available on our website.

## PAYMENT

Payment of 50% of service package is due before or upon first appointment. Payment is to be made in full on job completion date unless other arrangements have been made in advance. Client will reimburse the Liberator directly by cash or check for supplies and materials required to implement organization systems. Supplies are purchased with client's authorization. Payments for trip charges, meals and lodging are also made directly to the Liberator. Checks returned due to non-sufficient funds are subject to a \$50 fee. Overdue accounts are subject to additional service fees.

## COMPLETION

Service packages must be completed and paid in full within 60 days.

## PACKAGE ADD-ON HOURS/MAINTENANCE HOURS

If completion of the job requires more hours than included in the service package purchased by the client on the reverse side of this form, add-on hours are available. Once the job is complete your Liberator can come back to maintain the space for a reduced rate. Maintenance hours are based on two hour minimum visits.

## RESCHEDULING FEE

A 24-hour notice for all rescheduled appointments is required. Schedule changes made by the client with less than 24 hours notice will result in a \$100 reschedule fee.

## DISCARDS

Major Mom does not perform any of the following duties with clients' discard items: transporting trash or recyclables, selling items online, preparing for or conducting yard sales, mailing clients' items. Major Mom may have resource lists for these services, yet these duties are the responsibility of the client. Major Mom Liberators do not personally accept discarded items from clients. DONATIONS: Major Mom does not make itemized lists of donated items. The Liberator may deliver donations to drop-off sites at his or her discretion. If a client requests that donations be dropped off at specific locations, the Liberator may choose to complete this service at an hourly rate.

## RESPECTING OTHERS' STUFF

Major Mom does not support or participate in activities dealing with other people's stuff without their permission.

## JOB RESTRICTIONS

Major Mom services do not offer or include the following:

- Deep cleaning (light cleaning may be provided)
- Removal of bugs, rodents, mold, mildew or other items and substances that could be a potential health hazard.
- Advice relating to areas outside of our expertise: tax advice, legal issues, relationship guidance, decorating services (i.e. choosing colors, hanging large artwork and shelving, painting)

## ORGANIZING SAFETY

- All parties are required to wear closed-toe shoes for the duration of all jobs.
- To ensure the safety of your family, we ask that pets and young children are kept free from the space in which we are working.
- Some jobs may require gloves and/or masks to protect from dust or other environmental hazards.
- If health or safety hazards arise, the session will end promptly and will resume upon the removal or mitigation of any potential hazards or threats.

## JOB PROCESS

We use the proven Major Mom Method: Picture. Plan. Proceed with the S.T.E.P.S.™

Organization often requires chaos before the calm. As items are moved and sorted, piles and stacks may seem overwhelming, yet this is part of the process and is completely okay.

## PHOTOS

Photos will be taken at the beginning of each job as a protection tool for the client and an action plan tool for the Liberator. Photos will not be used for training purposes at Major Mom or for marketing purposes, unless the client grants specific permission by way of a signed Photo/Video Release.

## SERVICE GUARANTEE

All sales are final and no refunds will be given. Client satisfaction is extremely important to Major Mom. If you are not satisfied with a Major Mom service please contact us at 866.693.6996 or Liberators@MajorMom.biz.

## INSURANCE

Major Mom is bonded and insured. If something of the client's is damaged or broken directly and solely by a Major Mom Liberator, Major Mom will work with the insurance company to get that item repaired or replaced.

## DECISIONS

**YOUR MAJOR MOM LIBERATOR WILL MAKE RECOMMENDATIONS. YOU RETAIN ALL FINAL DECISION-MAKING AUTHORITY.**

Remember, getting organized is not a luxury, it is a necessity.