



NEW YORK MAIDS, Inc.
Contract



Please fill out, signed, and fax back to: (212) 937 2487



NEW YORK MAIDS, Inc.

Summary of Services & Charges



Account Name: _____

Service Address

Address _____

City, State and Zip Code _____

Contact Number(s) & Name(s) _____

E-mail Address(es) _____

Area Description

- Studio Number of Bedrooms _____
- Small Office Number of Bathrooms _____
- Apartment Estimated Sq. Ft. _____
- Showroom
- Other: _____

Service Day(s)

- Monday Thursday
- Tuesday Friday
- Wednesday Saturday

Service Start Date _____
Month / Day / Year

Schedule of Maintenance Services (3 to 3.5 hours per job)

- Daily
\$89 + tax per job
- Weekly
\$95 + tax per job
- Bi-Weekly
\$99 + tax per job
- Tri-Weekly
\$119 + tax per job
- Morning
Arrival 7 AM - 9 AM
Finishes 11 AM - 1 PM
- Afternoon
Arrival 12 PM - 2 PM
Finishes 4 PM - 6 PM
- Office Hours
Can come in anytime
within office hours

Tip: Giving your maid office hour flexibility to arrive helps retain your preferred maid & improves quality of service.

Contract Duration

- 6 Months
(Variable Rate)
27 Sessions (Weekly)
14 Sessions (Bi-Weekly)
10 Sessions (Tri-Weekly)
- 1 Year
(Fixed Rate)
53 Sessions (Weekly)
27 Sessions (Bi-Weekly)
18 Sessions (Tri-Weekly)

**Advanced notice will be given if rate varies for variable rate plan.*

Estimated Savings (Yearly)

Tri-Weekly - You save: \$179 + taxes!

Bi - Weekly - You save: \$810 + taxes!

Weekly - You save: \$1,802 + taxes!

Daily - Unlimited Savings!

+ 7% off additional services and/or hours!

*Additional services and/or hours are eligible to be purchased with a 7% discount for contract members. Must claim prior to charge being processed.

Further details and info applicable to this document are attached with the contractual Agreement for Cleaning Services by NY MAIDS Inc. This plan is a package deal and charges cannot be modified, altered or exchanged without written agreement by NY MAIDS Inc.

Account Holder's Signature _____

Date _____

NEW YORK MAIDS, Inc.

Pre-Authorization Form For Recurring Payment with Credit and Debit Cards

Account Name: _____

Check here if service address is the same as billing address. Fill out below if it is different.

Cardholder's Billing Address

Address _____

City, State and Zip Code _____

Contact Number(s) & Name(s) _____

E-mail Address(es) _____

Payment Method

Visa Name on Card _____

Mastercard Credit Card # _____

Discover Exp. Date _____

Debit Card
Please check only
if card is debit

I authorize NY MAIDS, Inc. to keep my signature on file and charge my credit card account or debit my account, as indicated above, on a recurring basis & any expenses associated in the terms of service or my contract for the full amount described on my NY Maids invoices/services. Charges may occur up to one week in advance prior to each service date.

I understand that this authorization is valid from the date indicated below. I also agree to contact NY MAIDS, Inc. as soon as possible if there are any changes to my credit card/debit card information.

Account Holder's Signature _____

Date _____

NEW YORK MAIDS, Inc.

Terms of Service

We work hard to treat our customers fairly and respectfully at all times. For the rare times when a customer causes us to incur unreasonable costs, through no fault of our own, we must advise all customers of the following:

If you are having problems or need help with a currently occurring service, please call us immediately at: 212-239-9141. This includes communication issues. All Workers are either Permanent Residents or legal Citizens of the USA, however, if there is still difficulty communicating, please call us so our Customer Care Reps can assist you with relaying your instructions over the phone. Please do not leave your phone number with our contracted Workers. This is also important for your own security. *see below for other related issues.

Exchanging contact info, hiring OUR current, Ex-worker(s) and/or accepting side propositions makes you liable for an employment referral fee of \$5,000.00 if you directly employ (legally or cash basis) anyone currently or formerly employed by us within the 2 year period prior to such employment. By using our service, you agree to notify us of any attempts to solicit or accept illegal business. Attorney, Legal and miscellaneous expenses incurred to investigate and/or collect this fee will be added if this employment is discovered.

Unless complying with all laws; direct, unreported or inappropriate employment practices are illegal. You acknowledge being informed that NY Maids is obligated to report illegal hiring activities to Government authorities including the IRS. If needed, you agree to cooperate with formal investigation. NY Maids is affiliated with a private investigations firm. Implication, complicity or withholding knowledge of illegal activity is not only prosecutable by NY Maids (when applicable), but also by State, Federal and Local Laws.

Payment is due in advance for all services. We do not issue refunds. Our guarantee agrees to correct any problem(s) reported within 24 hrs contingent upon NY Maids being at fault, the request being reasonable and payment matching the value of the job ordered. We may require access to the location of claim within 24 hrs to correct the problem. If the problem is dissatisfaction of service quality, NY Maids may send 1 person to correct areas that need attention (this applies even if your original order involved a team since only 1 person is usually needed for most corrections or touch ups). A charge back will result in an additional \$75 fee per chargeback + any legal, collection, financing and recovery fees we incur to collect. A late cancellation/lock-out fee of \$60 per Worker reserved is charged for canceling or for rescheduling a visit with less than 24 hr notice. This also applies if we're unable to gain access to your service location through no fault of our own. If Customer allows or approves the Worker(s) to work past the hours originally purchased, NY Maids may charge Customer for the additional hour(s) Customer may not claim to not have been aware since it is only logical that extra work requires extra payment. A courtesy call may occur prior to the charge or time limit but does not affect Customer's payment liability.

We rely on the Customer's honest description of their needs and circumstances to give a rate over the phone. If the service order was not appropriate, NY Maids may decline the job at the door and may charge a lost time & travel fee of \$60 per Worker. Please order accordingly. If unsure, call us for assistance.

You do not need a contract to use our services, however, if you are on a contract, we reserve the right to cancel any contract and back-charge additional for past services to reflect the balance of the current standard rate(s) if any misleading or false information was used to obtain discounted services. Since contracts are package deals, the same applies to contracts that are terminated prematurely by the Customer. If signing up for recurring services, you authorize NY Maids to retain credit card information to charge recurring and/or mutually agreed upon charges. Recurring services will be charged on a monthly basis either the last business day of the preceding month or the first business day of the proceeding month. Recurring services are automatically renewed after the last service within your contract term (example: a bi-weekly contract has 27 sessions). Change of staff or dissatisfaction of service is not grounds for cancellation of contract unless NY Maids fails to adhere to its guarantee. For other problems, you agree to give NY Maids up to 30 days to start corrections if NY Maids is at fault. Contracts renew automatically. If you would like to prevent automatic contract renewal, you must contact us in writing by email at: management [at] nymaids.com 30 days before your last scheduled service, within the ending contract term. If NY Maids needs to raise the prices of your services and you are on a contract, you will be notified in advance, so that you may decide within 30 days if you would like to accept.

Damaged item(s) are replaced with same or similar item(s), not monetary compensation or service refunds. If a Professional needs to be hired to fix something, the Professional must be ordered by NY Maids to ensure legitimacy. Independent action to correct the damage or reclean missed areas by the Customer or a third party will automatically render the claim invalid. Unless NY Maids issues prior written consent. If any false and/or exaggerated information is used in a claim(s), breach of these terms or refusal or impediment to allow NY Maids to make corrections renders the corresponding Customer's claim invalid and voids our guarantee. NY Maids is not responsible for indirect inconvenience in connection with our services, or for damage resulting from the servicing of an already damaged or neglected item. A Rep may call you to give you the opportunity to make corrections prior to the Worker(s) leaving to ensure quality and completion. If you are at the service location when it is being finished and you claim that you are satisfied with the work and agree that the Work is done, there will be no further claim once the Worker(s) is/are gone.

NY Maids Terms of Service (TOS) is available publicly at: www.nymaids.com. We reserve the right to amend our TOS at anytime, a current TOS automatically replaces a previous one.

Account Holder's Signature

Date