LEGAL

Terms & Conditions

Last updated: November 11, 2026

Services Provided

1. The Client hereby agrees to engage the Contractor to provide the Client with the following services (the "Services"):

- Commercial Cleanings and/or;
- Deep Cleanings and/or;
- Move-Out Cleanings and/or;
- Standard Cleanings

2. The Services will also include any other tasks that the Parties may agree on. The Contractor hereby agrees to provide such Services to the Client.

3. The term of this Agreement (the "Term") will begin on the date of this Agreement and will remain in full force and effect indefinitely until terminated as provided in this Agreement.

4. This Agreement may be terminated at any time by mutual agreement of the Parties.

5. Except as otherwise provided in this Agreement, the obligations of the Contractor will end upon the termination of this Agreement.

Performance

6. The Contractor reserves the right to amend the initial quotation should the Client's original requirements change.

7. The Contractor reserves the right to suspend cleaning services if payments are missing within 20 days of the cleaning.

8. The Contractor retains the right to take photographs of completed cleaning tasks and/or images of any damages discovered during the service.

9. The Contractor can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the Client's property. Please note that duration may vary; therefore, a degree of flexibility is required.

10. If the Client is not completely satisfied with a cleaning job, the Contractor will re-clean any areas to the Client's satisfaction. Notice must be given within 24 hours of the cleaning.

11. Tasks will be outlined and completed as described in the Standard Cleaning and Deep Cleaning documents.

12. The Client may cancel or adjust the time of a cleaning visit(s) by giving at least 24 hours advance notice. The Client agrees to pay 50% of the cleaning visit if the Client cancels or adjusts the time of a cleaning visit(s) less than 24 hours before the scheduled appointment.

Compensation

13. The Client will receive 10% off their first visit. The Client shall pay the Contractor based upon their agreed-upon fixed rates (the "Compensation") for the Contractor's services, including standard cleanings, deep cleanings, move-out cleanings, and commercial cleanings. A Holiday Rate, which is 30% more than the standard rate, applies on New Year's Day, Presidents' Day, Memorial Day, the Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. Services scheduled on these days may be rescheduled as needed with notice.

14. The Contractor will bill the Client for the Services based on the type of cleaning and scope of work outlined in the initial quote. The quoted amount is based on the anticipated time and services required to complete the agreed-upon scope. If the actual time required exceeds the quoted scope or allotted time, the Contractor will bill any additional services at the applicable hourly rate.

15. New clients must make a 50% deposit to the Contractor for their initial booked service(s).

16. Every invoice will have a processing fee of 5% for administrative services.

17. The Contractor reserves the right to update or change its rates and pricing at any time. The Contractor will provide the Client with at least thirty (30) days' written notice before any price change takes effect. Continued use of the Contractor's services after the effective date of the price change constitutes the Client's acceptance of the new rates.

Payment Terms and Conditions

18. When the Client engages in a transaction with the Contractor or utilizes the Contractor’s services, the Client agrees to make payment promptly as specified in the invoice or service agreement.

19. Invoices submitted by the Contractor to the Client are due upon receipt or as otherwise agreed upon in writing.

20. The Client will communicate alternative payment methods. If the preference is not to have a credit card charged and the Client wishes to make payment through an alternative method, it is the Client’s responsibility to contact the Contractor before the due date to make suitable arrangements.

21. It is the Client’s responsibility to keep their credit card information up to date. If the Client’s credit card on file expires or changes, the Client must promptly update their information with the Contractor.

22. In the event that payment is not received within 20 days from the due date, the Client hereby authorizes the Contractor to charge the payment method on file for the outstanding amount.

23. The Contractor will provide the Client notification at least seven (7) days before charging the payment method on file if the payment is pending beyond the 20-day period.

24. In the event of late payment, the Client will be subject to a late payment fee of $25.

25. If the Client believes there is an error in the charges on the issued invoice, the Client must promptly contact the Contractor within 10 days of receiving the invoice to dispute the charges.

26. Failure to make payment as outlined in these terms may result in the suspension or termination of the services, as well as the accrual of additional fees or charges.

27. Our refund policy is outlined separately and is applicable for services or products that do not meet agreed-upon standards.

Communication

28. By requesting a quote, scheduling services, submitting a contact form, or otherwise providing your contact information, the Client consents to receive communications from O2 Cleaning via email, telephone, and SMS (text message) regarding requested services, appointments, estimates, project updates, account notifications, billing, customer support, and other customer care communications.

29. By opting into SMS communications through our website, service agreements, online forms, or other means, the Client agrees to receive SMS messages from O2 Cleaning. Message frequency may vary depending on the services requested and the status of your account. Message and data rates may apply.

30. The Client may opt out of SMS communications at any time by replying STOP to any text message. For assistance, reply HELP or visit o2cleaningjh.com.

31. O2 Cleaning may also send informational communications regarding products, services, seasonal reminders, and other relevant updates. The Client may opt out of communications at any time without affecting transactional or customer care messages related to active services.

32. O2 Cleaning is committed to protecting the Client's privacy and will only use personal information in accordance with our Privacy Policy. Please review our Privacy Policy and these Terms & Conditions at o2cleaningjh.com.

33. The Client is responsible for providing and maintaining accurate and current contact information, including email address(es) and mobile phone number(s), to ensure timely delivery of important communications regarding their account and services.

Autonomy

34. Except as otherwise provided in this Agreement, the Contractor will have full control over working time, methods, and decision-making in relation to provision of the Services in accordance with the Agreement. The Contractor will work autonomously and not at the direction of the Client. However, the Contractor will be responsive to the reasonable needs and concerns of the Client.

Equipment

35. Equipment used for cleaning services will be determined at the Contractor's discretion based on property requirements or by the Client's special request.

Notice

36. All notices, requests, demands or other communications required or permitted by the terms of this Agreement will be given in writing and delivered to the Parties at the following addresses: O2 Cleaning, 160 E Broadway, Jackson, WY 83001 (or P.O. Box 12526, Jackson, WY 83002 for registered mail), and will be deemed to be properly delivered (a) immediately upon being served personally, (b) two days after being deposited with the postal service if served by registered mail, or (c) the following day after being deposited with an overnight courier.

Liability

37. No Liability. O2 Cleaning is not responsible or liable for any injury, damages, loss, or costs sustained or incurred by any person including without limitation Contractor's employees, or for any damage to, destruction, theft, or misappropriation of any property, relating in any way, directly or indirectly, to Contractor's services and obligations under this agreement. O2 Cleaning is not liable for acts or omissions of Contractor or any of the Contractor's employees, contractors, agents, or other persons purporting to act at the direction or request, on behalf, or with the implied or actual consent of the Contractor. See our O2 Damage Policies – External.

Indemnification

38. Except to the extent paid in settlement from any applicable insurance policies, and to the extent permitted by applicable law, each Party agrees to indemnify and hold harmless the other Party, and its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns against any claims, losses, damages, liabilities, penalties, punitive damages, expenses, reasonable legal fees and costs of any kind or amount whatsoever, which result from or arise out of any act or omission of the indemnifying party, its respective directors, shareholders, affiliates, officers, agents, employees, and permitted successors and assigns that occurs in connection with this Agreement. This indemnification will survive the termination of this Agreement.

Modification of Agreement

39. Any amendment or modification of this Agreement or additional obligation assumed by either Party in connection with this Agreement will only be binding if evidenced in writing signed by each Party or an authorized representative of each Party.

Entire Agreement

40. It is agreed that there is no representation, warranty, collateral agreement or condition affecting this Agreement except as expressly provided in this Agreement.

Enurement

41. This Agreement will enure to the benefit of and be binding on the Parties and their respective heirs, executors, administrators and permitted successors and assigns.

Governing Law

42. This Agreement will be governed by and construed in accordance with the laws of the State of Wyoming.

Severability

43. If any of the provisions of this Agreement are held to be invalid or unenforceable in whole or in part, all other provisions will nevertheless continue to be valid and enforceable with the invalid or unenforceable parts severed from the remainder of this Agreement.

Waiver

44. The waiver by either Party of a breach, default, delay or omission of any of the provisions of this Agreement by the other Party will not be construed as a waiver of any subsequent breach of the same or other provisions.

Contact Us

If you have any questions about these Terms & Conditions, please contact us at:

O2 Cleaning
Office: 160 E Broadway, Jackson, WY 83001
UPS/FedEx: 160 E Broadway, Suite C, Box 12526, Jackson, WY 83001
USPS: P.O. Box 12526, Jackson, WY 83002
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