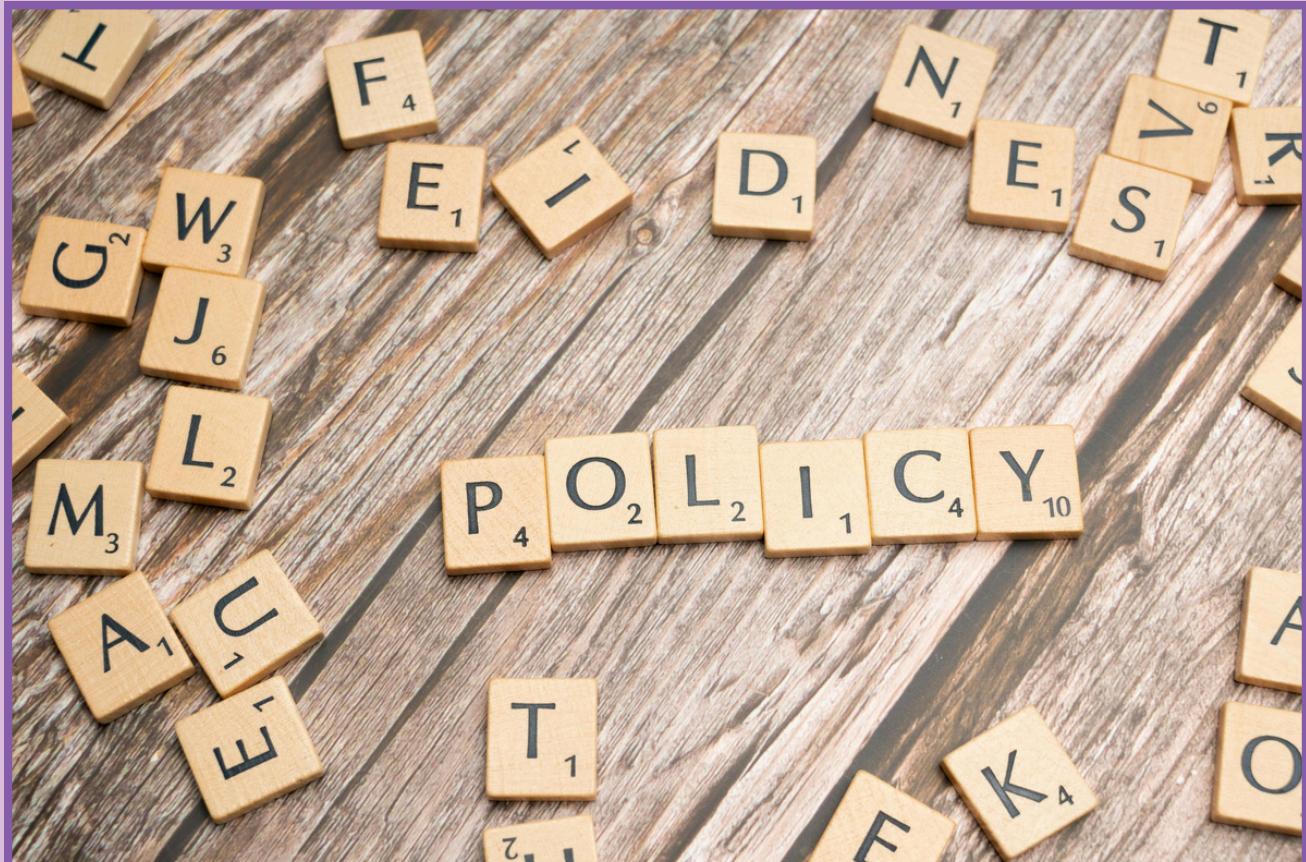


MRS. K'LEANING USA

Customer Guidelines





Hello there!

At Mrs. Kleaning, we believe that true quality comes from commitment and consistency. Every service we provide is guided by integrity, attention to detail, and genuine care for our clients.

Whether you need residential, commercial, or industrial cleaning in Florida, you can count on our experienced and trustworthy team. We tailor each plan to your specific needs—offering flexible scheduling options such as daily, weekly, or monthly cleanings, even after hours when needed.

Your satisfaction is our top priority. Let us help you keep your space clean, fresh, and ready for success.

Katia Costa

Founder, CEO



Our Company



Mrs. K'leaning USA – Our Essence

Vision

To grow as a trusted and respected cleaning brand in our state and to become nationally recognized as a standout in the industry by providing ideal support to clients in all their cleaning needs, giving them free and quality time with their families.

Mission

To deliver cleaning results with excellence, quality, and consistency — always focusing on the client experience, surprising them, and exceeding their expectations.

Why Work with Us

Together, we don't just clean — we build trust, opportunities, and a solid future for all of us.

In addition, to promote the professional and personal growth of our team through committed and engaged individuals.

Our Values: Integrity, Consistency, Commitment, Communication, and Empathy

Services we offer

- Regular Cleaning
- Deep Cleaning
- Move In / Move Out Cleaning
- Office & Post-Construction Cleaning
- Pressure Washing
- Carpet Cleaning



How It Works

01 ARRIVAL WINDOW

For our first appointment of the day, our team arrives at the exact scheduled time.

For all other appointments, we schedule a one-hour arrival window to allow flexibility for traffic, weather, and other service variations. If there's ever a significant delay, we'll notify you immediately.



02 SERVICE EXPECTATION

We want you to love every clean!

Here's how to help us deliver the best results:

- **Keep surfaces clear and tidy before we arrive.**
- **Let floors dry fully before walking on them.**
- **Secure delicate or sentimental items.**
- **Keep pets and children safely away from cleaning areas.**

We follow Mrs. K'leaning USA Checklist for consistent, high-quality results.

If you have special requests, let us know before your cleaning day. We'll personalize it for you.

COMMUNICATION

CONTACT DETAILS

+754 254-1797

contact@mrskleaningusa.com

Boca Raton / FL

OFFICE HOURS

M- F 7:00am - 7:00pm EST

WEBSITE

www.mrskleaningusa.com

SOCIAL MEDIA

[@mrskleaningusa](https://www.instagram.com/mrskleaningusa)

How It Works

03

IMPORTANT NOTICE

We do not service hoarding situations, and we reserve the right to decline the job or adjust the price based on the actual condition of the home.

You will never be charged without prior notice.

Our team will always communicate any necessary changes, and you'll have the option to approve or decline before we proceed. Our priority is fairness and transparency, both for our clients and our team.

04

RESCHEDULING & CANCELLATION POLICE

We understand that plans can change. Please contact us at least 24 business hours before your scheduled cleaning to reschedule or cancel.

- Less than 24-hour notice: 50% of the service fee applies.**
- No access upon arrival: 50% of the service fee applies.**
- Emergencies: handled with empathy and flexibility.**

This policy ensures fair scheduling and compensation for our team.



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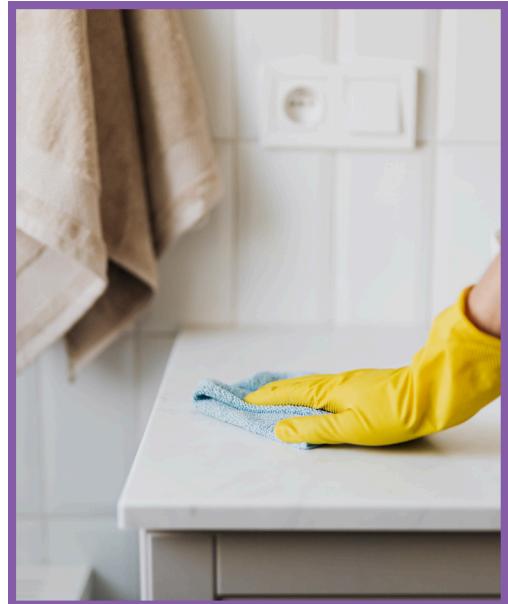
How It Works

05 ACCESS TO THE HOME

Most clients provide a door code or key for convenience.

All access details are stored securely and used only by authorized cleaners.

If we arrive and cannot enter due to a lack of access, a 50% fee will apply.



06 PARKING POLICE

If your property does not have free parking available, any parking fees incurred by our team will be covered by the client.

The amount will be added to your final invoice. Please ensure parking is available near the property to help our cleaners start on time.

07 SUPPLIES & EQUIPMENT

We bring all professional cleaning products and equipment needed for your service, including vacuums, mops, and disinfectants.

We kindly ask clients to provide:

- **Trash bags**
- **Paper towels**

If you prefer we use your own products (for example, eco-friendly or scent-free), please let us know in advance.

Mrs. K'leaning USA is not responsible for results or damage caused by client-provided products.

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How It Works

08

PETS

We love pets!

To ensure a smooth cleaning experience:

- **Secure pets during cleaning.**
- **Let us know if they're anxious or reactive.**
- **Provide instructions if special care is needed.**

We treat all pets with kindness and respect; they're part of the family.



09

PHYSICAL & SAFETY LIMITS

For safety and health reasons, our cleaners:

- **Don't lift items over 20 lbs.**
- **Don't climb higher than a two-step stool.**
- **Don't move heavy furniture or appliances.**
- **Don't clean hazardous materials, mold, or infestations.**

We use extension tools for high surfaces when possible.

10

PAYMENT TERMS

Payment is due on the day of service.

You'll receive an invoice by text or email with a secure online payment link.

We accept:

- **Credit and debit cards**
- **ACH transfer (for recurring clients)**

We don't accept cash or personal checks.

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How It Works

11

SATISFACTION GUARANTEE

Your satisfaction means everything to us.
If something wasn't cleaned to your expectations, please contact us within 48 hours of your cleaning and include photos if possible. For internal purposes and training, please send us pictures to support your claim. We'll gladly return to re-clean the specific areas at no extra cost. Requests made after this period are not eligible for re-cleaning, and full payment is required.



12

PRIVACY & PHOTOS

To ensure quality, our team may take before-and-after photos of cleaned areas. These photos are for internal quality control and will never include personal or identifying information.

With your permission, we may use select images for marketing purposes.
You can opt out at any time.

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How It Works

13

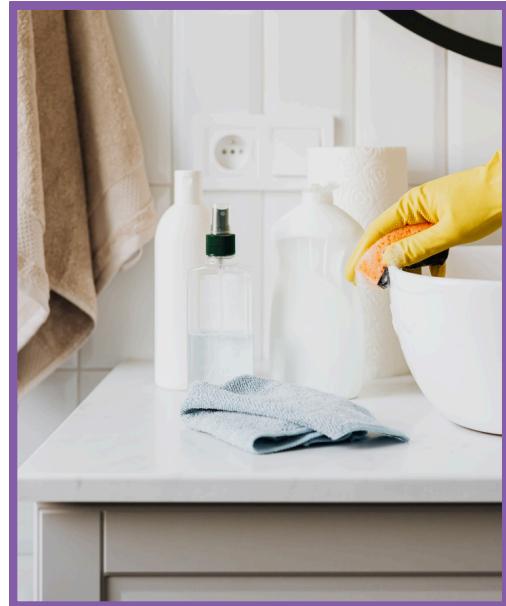
UNFAIR SOLICITATION POLICY

We invest in hiring, training, and supporting our cleaning professionals.

To protect our team and clients, please do not hire Mrs. K'leaning USA employees directly during or within 12 months of their employment.

Violating this policy results in a \$5,000 placement fee.

All services are contracted through Mrs. K'leaning USA Corp., not individual cleaners.



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“

*Thank You for Choosing Us
Thank you for trusting Mrs. K'leaning
USA with your home or business.
We are honored to bring clarity, comfort,
and confidence to your space every time
we visit.*

”

KATIA COSTA

*Thank
you!*

Let's Get Started!

Mrs. K'leaning USA - Boca Raton, Florida

Phone: (754) 254-1797

E-mail: contact@mrsleaningusa.com

CALL US TODAY

SCHEDULE A VISIT



Katia Costa
Founder, CEO



contact@mrsleaningusa.com
www.mrsleaningusa.com

