

At Shine Bright Smell Clean, we strive to provide exceptional cleaning services that meet your needs and exceed your expectations. We understand that sometimes plans change, and you may need to cancel or reschedule your appointment. Our cancellation policy is designed to be fair to both our customers and our cleaning professionals.

### Cancellation and Rescheduling

#### 1. 24 Hour Notice:

If you need to cancel or reschedule your cleaning appointment, we require at least 24 hours' notice. This allows us to adjust our schedules and offer the time slot to another customer.

Cancellations or rescheduling requests made with more than 24 hours' notice will not incur any charges.

#### 2. Same Day Cancellations:

Cancellations made on the same day of the scheduled service will incur a fee equal to 50% of the total service cost. This fee compensates our cleaning professionals for their time and travel.

#### 3. No-Show Policy:

If our cleaning team arrives at your location and is unable to gain access to your property, this will be considered a no-show. No-shows will incur a fee equal to 100% of the total service cost.

#### 4. Emergency Cancellations:

We understand that emergencies happen. If you need to cancel due to a genuine emergency, please contact us as soon as possible. We will do our best to accommodate your situation without penalty.

### How to Cancel or Reschedule

To cancel or reschedule your cleaning appointment, please contact us via one of the following methods:

Phone: Call our customer service team at ( 610) 605-1089 during business hours.

Email: Send an email to [info@shinebrightsmellclean.com](mailto:info@shinebrightsmellclean.com) with your name, appointment date, and reason for cancellation or rescheduling.

### Refunds

If you have prepaid for your service and cancel with more than 24 hours' notice, you will receive a full refund.

For same day cancellations and no-shows, the applicable fees will be deducted from your prepayment, and the remaining balance will be refunded to you.

### **Repeated Cancellations**

Customers who frequently cancel or reschedule appointments with less than 24 hours' notice may be required to prepay for future services.

We appreciate your understanding and cooperation with our cancellation policy. Our goal is to provide flexible and reliable service to all our customers. If you have any questions or concerns about this policy, please do not hesitate to contact us.

This cancellation policy ensures clear communication and sets expectations for both the customers and the cleaning service, helping to manage schedules efficiently while maintaining fairness.

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