



## The Handyman and Home Maintenance Professionals

### Service, dedication & our customers

We never compromise our commitment to quality

Sense of pride is apparent in every project we complete

Delivering better solutions at a reasonable price

### OUR WRITTEN SERVICE AGREEMENT

Good for each and every MMd Home Care customer

#### MMd Service Agreement

As AN MMd Year Round Home Maintenance customer you should expect a home that is safer, healthier, more efficient to operate, and where everything works as designed. You will also lower your Total Cost of Home Ownership by:

- reducing energy consumption and utility bills
- maximizing the life of your home's components, equipment, and systems
- eliminating preventable failures and repairs
- avoiding damages and repair consequences of equipment or system failures
- lowering overall repair costs

We at MMd Home Care will protect Your Primary Investment, maximize your home's resale value, and minimize home inspection issues when it comes time to sell. Your home will retain its beauty and operate as it was designed with Year Round Maintenance from MMd Home Care.

- Your satisfaction is our main goal. If you are not satisfied with any of our Home Maintenance Services, then neither are we. This is why we ask you call within 24 hours of your scheduled maintenance in the event you have any issues or concerns. This will enable us to send someone out to correct the issue. This is our guarantee to you. We do not provide refunds.
- Please be sure to remove any access items from area's that will be scheduled for maintenance or repairs. This would include personal items if we have to access bedrooms or bathrooms, as well keeping your children and pet's busy while our experienced staff is there to maintain or repair your home.
- Please be sure to remove any valuables, including antiques, collectables and other rare items, to help prevent any accidents which may result in damage to these items.
- We take pride in our work and our employee's. As such our employee's would not have the need to use any electronics, belonging to you, in your home. They would not smoke, eat or drink in your home, and will take their breaks as governed by law, which will not inconvenience our clients.
- Prompt payment is appreciated. As such we have found that our clients would prefer to pay in advance for their services. If you would prefer to pay on scheduled service days only, you may do so by leaving a check, made out to Michael Davis MMd Home, on your kitchen table, where our staff will pick it up. For your convenience a credit card will be put on file at the beginning of service, to be charged in the event you forget to leave your check on the day of your scheduled service. You may also pay by credit card for each visit. Visa and Mastercard are accepted.
- At the beginning of your service we will ask that you please provide us with a key to your home unless you otherwise request to be there on service visits. Please do not leave your doors unlocked, as our staff cannot enter an unsecured location. Our Staff will be sure to lock up when the maintenance is finished. We cannot make arrangements to pick up keys, pick up or leave keys under mats, rocks, etc. This presents too much of a liability and is not safe.
- Our cleaning teams have been instructed to do the work as outlined on your service agreement. They cannot do any Extra work if requested on the day of their clean. In the event you would like to schedule some additional work to be done, please call 24 hours in advance of your scheduled appointment.

#### Additional Fees

- There will be a \$40.00 return check fee for any checks returned from your bank for any reason. This fee, along with the original amount of the check, will be charged to the credit card on file, unless other arrangements are made to cover these costs.
- If you have a cancellation within 24 hours of your scheduled appointment or if we are unable to access your home upon arrival, the normal scheduled fee will be assessed and charged to your credit card on file.

- Founder
- Michael W. Davis