



Terms & Conditions of Payment

By scheduling services with **All Star Total Clean**, you acknowledge that you have read, understood, and agree to the following payment terms and conditions.

1. One-Time Cleaning Services

- Payment for all one-time cleaning services will be processed **up to 48 hours prior** to your scheduled appointment.
- For last-minute or same-day bookings, payment will be processed **immediately at the time of booking**.
- Your appointment is not confirmed until payment has been successfully processed.

2. Recurring Cleaning Services

- Recurring cleaning services are billed **monthly**.
- All recurring services are **prepaid**, meaning your monthly payment will be processed before the first scheduled cleaning of each billing period.
- Your payment covers all scheduled recurring cleanings for that billing period.
- If payment cannot be successfully processed before your scheduled service, All Star Total Clean reserves the right to pause or cancel future services until payment has been received.
- If you choose to cancel your recurring service, any **unused prepaid balance** for future scheduled cleanings will be refunded promptly with no questions asked.



3. Payment Authorization

By booking a service, you authorize All Star Total Clean to charge the payment method provided for all scheduled services in accordance with these Terms & Conditions. This authorization remains in effect for recurring services until you cancel your service or update your payment method.

4. Failed or Declined Payments

If your payment is declined or cannot be processed:

- We may attempt to process the payment again.
- Services may be delayed, suspended, or canceled until payment has been successfully received.
- Recurring customers must maintain a valid payment method to avoid interruption of service.

5. Satisfaction Guarantee & Refund Policy

All Star Total Clean is committed to providing exceptional service and stands behind every cleaning with our **100% Satisfaction Guarantee**.

- If you are not completely satisfied with the quality of your cleaning, you must notify us within **24 hours** of your completed service.
- We will return to re-clean the areas of concern at **no additional charge**.
- Our goal is to ensure every customer is completely satisfied with the service provided.

Refund Policy

- We do **not** provide monetary refunds for completed cleaning services.
- If you cancel a recurring service, any **unused prepaid balance for future services** will be refunded with no questions asked.

6. Acceptance of Terms

By scheduling, booking, or receiving services from All Star Total Clean, you acknowledge that you have read, understood, and agree to these Payment Terms & Conditions.