

# Terms and Conditions Agreement

## Effective upon acceptance by the contractor

By agreeing to the terms outlined below, you ("Contractor") acknowledge and accept your legal responsibilities and obligations while operating as an Independent Contractor affiliated with Clorify Co.

### 1. Non-Solicitation & Client Exclusivity

You agree not to offer, solicit, or provide any cleaning services—directly or indirectly—to any Clorify Co client outside of the Clorify Co platform during your active engagement and for a period of 12 months following the termination of your working relationship with the company. Any attempt to bypass the platform by offering your services independently or accepting direct employment from a Clorify Co client without written approval is a breach of contract.

- If you wish to continue working with a client after ending your relationship with Clorify Co, you must pay a separation fee of \$1,000.00 before services may be rendered.
- If this clause is violated, you agree to pay liquidated damages of \$10,000.00, plus all legal, collection, and administrative costs incurred by Clorify Co.

### 2. Confidentiality & Use of Proprietary Information

All materials, client information, documents, schedules, contact data, addresses, photos, service notes, and any platform-related communication are considered the exclusive intellectual and operational property of Clorify Co.

- You may not copy, share, retain, repurpose, or distribute any information for personal or commercial use.
- Any misuse, theft, or unauthorized disclosure of data will result in legal action and a penalty of no less than \$10,000.00 for damages and breaches.

You are prohibited from:

- Contacting clients outside assigned duties
- Sharing internal tools, checklists, training, or company systems
- Using company resources to perform or promote unauthorized services

### 3. Insurance & Liability

To operate under Clorify Co, you must maintain active general liability insurance suitable for residential and commercial cleaning services. Auto insurance does not qualify as sufficient protection.

- If you do not have your own liability insurance, Clorify Co will deduct \$1.00 to \$3.00 per job to cover extended coverage under our corporate policy.
- Clorify Co maintains a general liability policy of up to \$1,000,000, but you are personally responsible for the first \$1,000.00 in property damage claims per incident.

- Claims or disputes may result in the temporary withholding of payment pending resolution.

#### 4. Client Property & Loss Prevention

You are strictly prohibited from:

- Removing, relocating, or discarding any personal belongings or furniture
- Opening drawers, safes, or locked spaces unless explicitly authorized
- Taking photos or videos for personal use or posting online

Clarify Co is not liable for missing items reported by the client. In the event of a theft or formal complaint:

- You may be suspended from further work
- You will be required to cooperate fully with police or legal authorities
- If found responsible, you will be financially liable for all damages, legal costs, and replacement of stolen items

#### 5. Attendance, Presence & Representation

Each job is assigned to you personally and is non-transferable without written approval.

- You must remain on-site during the entire job unless otherwise approved
- If you are part of a team, you may bring a pre-approved assistant, but must remain present at all times
- Failure to appear or unauthorized substitution will result in non-payment and a potential penalty of up to \$1,000.00

#### 6. Completion Standards & Job Integrity

Each service you accept must be completed in full.

- Leaving a job incomplete, walking off-site, or failing to meet the checklist requirements will result in:
  - \* Forfeiture of payment
  - \* A penalty of up to \$1,000.00
  - \* A \$35.00 fine for missed or abandoned cleanings

Multiple complaints or missed appointments may result in suspension or permanent removal from the platform.

#### 7. Medical Responsibility & Injury Waiver

You understand and agree that you are an independent contractor, not an employee of Clarify Co.

- You are solely responsible for obtaining your own health, injury, and workers' compensation insurance
- Clarify Co does not provide coverage for medical injuries, accidents, or lost wages

## 8. Termination & Final Payment Policy

Should your contract be terminated:

- You will receive any outstanding compensation within 30 calendar days, minus any deductions or pending dispute resolutions
- Clorify Co reserves the right to offset payments to cover property damages, fines, or breaches of contract
- Contractors terminated for cause may forfeit bonuses, future job opportunities, and access to company resources

## 9. Commitment Accountability

Once you accept a job, you are expected to honor your commitment.

- Repeated cancellations, no-shows, or last-minute dropouts will result in penalties and possible removal from the system
- Clorify Co tracks reliability metrics to ensure a dependable workforce. Failure to meet reliability standards will affect your eligibility for job offers

## 10. Client No-Show Protocol & Waiting Policy

If a cleaning professional arrives at a client's location and no one is present to allow entry, the following steps must be followed without exception:

1. The cleaner must immediately report the situation to Clorify Co by sending a message through the official communication channel (e.g., dashboard message, text, or WhatsApp).
2. Once reported, the cleaner is required to wait on-site for up to 30 minutes to give the client a chance to respond and open the door.
3. If, after 30 minutes, the client remains unavailable and the cleaner has not been granted access to the property, the cleaner may leave the location.
4. In such cases, Clorify Co reserves the right to charge the client a cancellation or rescheduling fee to compensate the cleaner for their time and travel.

### Important:

If the cleaner leaves the location before the full 30-minute waiting period has passed, and has not reported the issue to Clorify Co as instructed, the following penalties will apply:

- A \$50 deduction from the cleaner's earnings
- Immediate removal from the Clorify Co partner network, including access to future job assignments

This policy is strictly enforced to protect the company's reputation, ensure fair treatment of clients, and maintain a professional and reliable workforce.

By checking the box or signing this agreement, you confirm that you understand and agree to all terms stated above. Your continued use of Clorify Co's dashboard and assignment system signifies your acceptance of these obligations.

---