

**E J FRANCIS RESIDENTIAL AND COMMERCIAL SERVICES, LLC  
LEGAL DISCLOSURE INFORMATION**

**Janitorial and Cleaning Service Agreements:**

This section does not represent a complete list of service terms defined or a final contractual agreement between parties. Other terms and conditions do apply in our agreements. Restrictions and exclusions do exist and are listed in the agreement between us and the contracting client party. Not all janitorial or cleaning services requested can or will be performed by E J Francis Residential and Commercial Services, LLC.

**Hold Harmless Policy and Binding Arbitration Agreement:**

E J Francis Residential and Commercial Services, LLC reserves the legal right to cancel services at any time and reserves the right of determination for cancellations. E J Francis Residential and Commercial Services, LLC requires customers to sign any and all legal forms, including the hold harmless document, for services to commence.

E J Francis Residential and Commercial Services, LLC is held harmless for any and all damages resulting from business interactions or damages incurred that are listed in this document and are part of our service agreement. If any part of this document or our legal contract is not enforceable, all other enforceable content in this document and our legal contract will be applicable and enforced, as allowed by law.

Customers will agree to participate in binding arbitration (as stated in their agreement) to resolve any disputes or disagreements that may arise outside of normal business operations. If an issue should present into further litigation, and E J Francis Residential and Commercial Services, LLC receives a favorable outcome, the plaintiff will be responsible for all court costs and attorney fees that E J Francis Residential and Commercial Services, LLC has paid in our own defense.

**Terms of Website Use:**

All written content, ideas, and pictures on this website are strictly prohibited from being replicated or used for any purpose other than the marketing and advertising desires of E J Francis Residential and Commercial Services, LLC. Some pictures are available for "Pinterest Pinning" and may be replicated, if desired, and only if listed and available for pinning. Pictures not available for pinning and sharing are the E J Francis Residential and Commercial Services, LLC Company Logo (as seen throughout our websites and other intellectual property under copyright by our company), and any and all Vistaprint or Wix pictures shared on our hosting websites are prohibited from sharing. The website content is the intellectual property of our janitorial cleaning business and subject to copyright laws. All rights are reserved. The website hosts, Vistaprint and Wix, also have their own copyright laws defining all use and violations, in addition, to E J Francis Residential and Commercial Services, LLC terms of website use policy. Any violation of this policy from any entity will be prosecuted to the fullest extent allowed by law.

**Cleaning Tips, Solutions, and Ideas Disclaimer:**

E J Francis Residential and Commercial Services, LLC makes no claim that "all, some, or none" of the presented ideas and solutions will work for you, your home, business, or your property.

E J Francis Residential and Commercial Services, LLC is held harmless from all cleaning ideas and products presented on this website or any other E J Francis Residential and Commercial Services, LLC social media site or printed advertising material. E J Francis will not incur any damage or loss that may arise from using these methods, since selection of ideas and products is a personal preference and decision. In addition, not all ideas or products can be applied to particular surfaces or finishes: It is up to you, the individual consumer, to know your property and what works best for your property and cleaning needs.

**Confidentiality Policy and Customer Privacy:**

All customer personal data and information is kept securely locked, coded, and properly disposed when outdated. Some customer information is stored by E J Francis Residential and Commercial Services, LLC for tax reporting purposes. E J Francis Residential and Commercial Services, LLC will not distribute or sell any personal information to third parties, as part of our confidentiality policy.

The only exception to this policy is during any legal matter or investigation involving any party in question. E J Francis Residential and Commercial Services, LLC does adhere to, without exception and will abide by, all the governing local, state, and federal laws and will release requested customer personal data, when applicable or if required.

**Data Submission:**

Electronic submission of personal information does present with some risk every time information is submitted through electronic means. Electronic data submission must be entered with the knowledge that it is not always secure since there are third party tracking tools, cookies, and other electronic sources that can collect your private information. E J Francis Residential and Commercial Services, LLC uses various third party vendors and business partners for our electronic submission of data, forms, emails, websites, and payment processing.

E J Francis Residential and Commercial Services, LLC hold harmless agreement applies to any loss you may incur, as a result of business interactions between us and all third parties who complete "any and all" transactions or data exchanges for us.

**Payment Security:**

No customer credit card or debit card information is ever stored electronically by E J Francis Residential and Commercial Services, LLC, but may be stored by our third party vendors. All of our payments are encrypted by the payment processing systems utilized and the payment provider, as reported to E J Francis Residential and Commercial Services, LLC as secure for customer's payment and information. E J Francis Residential and Commercial Services, LLC always completes every reasonable measure to protect your payment form and financial data.

We do use third party payment processing centers for debit card and credit card transactions. E J Francis Residential and Commercial Services, LLC can not guarantee complete financial protection since data is being electronically exchanged to a third party during payment processing. Business checks and personal checks are submitted to our business financial institution, which is also defined as a third party under this section. If knowledge is gained of any data threat or security breach, E J Francis Residential and Commercial Services, LLC will notify all customers immediately by phone. This only applies if a completed transaction occurred within the compromised time period or it is believed other data will be compromised in the future. E J Francis Residential and Commercial Services, LLC will follow legal guidelines and laws regarding these matters.

E J Francis Residential and Commercial Services, LLC will be held harmless for all third party electronic payment submissions and third party financial institutions that compromise financial loss and/or distribution of personal customer data.

**Refund Policy:**

E J Francis Residential and Commercial Services, LLC offers the "Price Satisfaction and Service Guarantees" in the written customer service agreement along with our refund policy. All customers must sign for services and this serves as consensual agreement that services were provided to your satisfaction. Receipts for services must be reviewed immediately to check for accuracy. Any disputed transaction must be in writing to E J Francis Residential and Commercial Services, LLC within 10 days of receiving the transaction receipt. No refunds will be issued after 60 days. Refunds will be given in the same tender as payment was received and will exactly match the transaction receipt. Exception: It should be noted that cash payments received will be refunded as a check payment from our business bank or a cash refund only if a "receipt of cash" signature is obtained prior to the refund. E J Francis Residential and Commercial Services, LLC has 60 days to refund any disputed transaction without recourse, as part of our refund policy.

**E J Francis Residential and Commercial Services, LLC Guarantees:**

We are responsible for our "Price Satisfaction & Service Guarantees" and "Customer Loyalty Programs" along with our written advertising offered to you during our website events, current newsletters, email campaigns, and through all of our direct consumer mailings, and/or sales advertisements, and/or any other applicable marketing, and/or or sales materials distributed, and/or sent by us. We guarantee our written price quotes with no hidden fees and no required long-term service contracts or early termination fees ever. We pledge to you that we are forthright in our policies and agreements and we will be honored to answer any questions you may have regarding our janitorial cleaning services or business policies.

We want to be your number one janitorial cleaning service provider! Let us know how we can serve you. Call for your free janitorial cleaning consultation today at 412-301-5379. We look forward to speaking with you!