





## SAFETY FIRST!


*For the safety of our teams, we kindly ask for your cooperation.*

 **Chemical or Biological Waste:** We are not equipped or insured to handle chemical or biological waste, including animal-related messes. If you require this service, we can refer you to a specialist.

 **Heavy Objects:** For safety reasons, our staff cannot lift items over 25 lbs. If cleaning is needed behind appliances or furniture, please arrange to have them moved ahead of time.

 **Ladders and Step Ladders:** Climbing ladders significantly increases the risk of injury. To ensure safety, our team will not use ladders or step stools but will utilize extending poles for hard-to-reach areas.

 **Outdoor Work:** Our cleaners do not perform any outdoor work, such as cleaning patios, garages, or similar areas. Please keep our cleaning staff safely indoors.

 **Pets:** We adore pets, but for everyone's safety, please ensure they are secured or kept out of the way during the cleaning.

## THINGS WE CAN'T CLEAN

**Bed Bugs & Insects:** If your home has bed bugs or other insect issues, professional removal and carpet steam cleaning are required before we can begin. If we discover an infestation, we'll stop and refer you to a specialist.

**Dishwashers & Washing Machines:** We do not offer cleaning services for dishwashers or washing machines due to the time involved. For washing machines, a simple hot cycle with vinegar can help.

**Detailed Carpet & Floor Cleaning:** We handle basic sweeping, mopping, and vacuuming. For steam cleaning, waxing, or polishing, we can refer you to a specialist.

**Garages & Patios:** Our teams do not clean garages or patios due to safety concerns and lack of proper equipment. We can refer a specialized service for these areas.

**High-Up Places:** For safety, our team does not use ladders or step stools. We'll clean what we can reach with extending poles, but for anything higher, we recommend another service.

**Light Bulbs & Fixtures:** We do not clean or wipe down light bulbs as they are too fragile.  
**Odor Removal:** We are not equipped to handle strong odor removal from sources like animal waste, smoke, or mold. We can refer trusted experts for this.

**Outdoor or Hard-to-Reach Windows:** We only clean inside windows within reach. For outdoor or high windows, we recommend a specialized service.

**Pet Hair Removal:** Pet hair can be challenging, especially on upholstery or furniture. While we'll do our best, for thorough pet hair removal, we suggest a specialist.

**Removing Paint & Construction Messes:** We are not trained to remove dried paint, plaster, or other construction debris. We recommend post-construction cleaning specialists for these tasks.

**Unloading the Dishwasher:** While we're happy to load the dishwasher, we don't unpack or put away dishes to avoid breakage or misplacement.

Please help us maintain a safe environment by respecting these guidelines. If your cleaning requires any of the above, let us know so we can assist with a solution.

Thank you,

Team Mauditup

We deeply value your trust in our services and are grateful for the opportunity to care for your home. Thank you for choosing us; your satisfaction is our top priority!



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