

Terms of Service & Conditions

Konig Klean LLC

445 W 49th St, Hell's Kitchen, New York, NY 10019 | Last Updated: June 14, 2026

By booking, scheduling, paying a deposit for, or otherwise engaging Konig Klean LLC ("Konig Klean," "we," "us," or "our") for cleaning, janitorial, painting, window washing, or related services (the "Services"), you ("Client", "you," or "your") agree to be bound by these Terms of Service & Conditions (these "Terms"). It is your responsibility to review and be aware of these Terms, which are available at any time on our website. Konig Klean reserves the right to update, change, or replace any part of these Terms at any time; the version in effect on your service date governs that service.

1. Scope of Services

Konig Klean provides residential and commercial cleaning, move-in/move-out cleaning, post-renovation clean-up, janitorial services, painting services for move-in/move-out clients, and window washing, as described in the applicable quote, estimate, video estimate, or service agreement (the "Scope"). Services, materials, or areas not explicitly included in the Scope are not covered unless agreed to in writing and may result in additional charges.

2. Cost of Service, Deposits & Payment Terms

2.1 Booking Deposit

To secure your service date and lock in your price quote, the following deposit is required at booking:

Job Total	Required Deposit
Up to \$2,000	Flat \$50 deposit, due at booking
Over \$2,000	10% of the total quoted service fee, due at booking, plus 50% of the remaining balance due at the time of signing the proposal/job agreement

- You have one (1) business day from when your quote is sent to pay your deposit and lock in your service date and price. We operate on a first-come, first-served basis — availability is not guaranteed, and Konig Klean reserves the right to adjust the original quote or release the requested date if the deposit is not paid within this window.
- Deposits are paid electronically via the secure payment link provided. We accept Visa, MasterCard, American Express, and Discover. We do not accept cryptocurrency.
- All deposits are applied toward the total cost of the Services.

2.2 Deposit Refund Policy

- Your deposit is fully refundable if you notify us in writing (email or phone) that you wish to cancel at least one (1) business day / 24 hours prior to your service date. Please allow up to 5 business days to process the refund.
- If you request a refund on the day of service, or with less than 24 hours' notice, your deposit is non-refundable.

- If you postpone your service date, Konig Klean will hold your deposit for 30 days from the original service date. If you decide not to proceed with services within those 30 days, the deposit will be refunded to the original payment method. If you wish to book after the 30-day window, a new deposit and booking are required.

2.3 Outstanding Balance Payment

- The remaining balance on your invoice is due on the day of your service.
- We accept cash, bank checks, and all major credit/debit cards for the remaining balance. If you intend to pay by cash or check, please notify Konig Klean during booking or upon receiving your invoice.
- Unresolved outstanding balances may be referred to a third-party debt collector, which may impact your credit score.

2.4 Cancellations, Rescheduling & Access Issues

- Cancelling or rescheduling requires at least one (1) business day / 24 hours' notice. Cancellations within this window are eligible for a full deposit refund per Section 2.2; rescheduling without this notice may incur a \$50 penalty.
- If our crew arrives and is unable to access the premises (e.g., the property is locked, no one is present, or access is otherwise denied), a fee equal to 50% of the remaining balance (after the deposit) will apply.
- Konig Klean will make reasonable efforts to arrive within the scheduled appointment window but is not liable for delays caused by traffic, weather, building access issues, or other circumstances beyond our reasonable control.

2.5 Additional Charges & Cost Adjustments

- If you request additional services on the day of service that were not part of your original quote, you will receive an updated quote/proposal. Payment for additional services must be made before the additional work begins, via the payment link, phone, cash, or check (with advance notice for cash/check).
- The total quoted cost includes all necessary cleaning materials, equipment, and cleaning solutions. Painting materials (paint, patching materials, etc.) are not included and will be added to your invoice.
- Costs are subject to change if the customer changes the service date/time, adds service areas, or requests services beyond the original quote or video-estimate scope.
- Additional waiting-time charges may apply for delays caused by the customer or building management.
- Konig Klean does not issue cash refunds for completed services. If a portion of the service was not performed to the agreed Scope, we will return to re-clean or redo that area — see Section 9 (Satisfaction & Re-Clean Policy).
- Parking tickets incurred by our crew while performing your service are the responsibility of Konig Klean LLC.

2.6 Promotional Codes, Discounts & Price Matching

- Promo codes, discounts, and coupons must be redeemed with a Konig Klean representative before your quote is finalized; your quote will reflect any applied discount. Codes available at the time of booking for eligible services may be applied automatically.
- We may match or beat a legitimate, comparable competitor quote for like-for-like services from a similarly sized organization, with supporting documentation emailed to sales@konigklean.com. Matching is at Konig Klean's sole discretion and is not guaranteed.

- A customer who has applied an active promo code/discount cannot also be credited as a referral source for that booking — see Section 13 (Client Referral Program).

3. Pre-Existing Conditions; No Guarantee of Improvement

Client acknowledges and agrees to the following regarding the condition of the property prior to the performance of Services:

- Konig Klean is not responsible or liable for any pre-existing conditions present at the property prior to the start of Services, including but not limited to: stains, discoloration, etching, scratches, scuffs, wear, odors, mold, mildew, water damage, structural issues, pest activity, or damage to surfaces, fixtures, flooring, walls, paint, grout, or finishes.
- Client understands and agrees that our cleaning, painting, and/or window washing Services may not remove, repair, restore, or otherwise improve pre-existing conditions described above. Some conditions — such as deep-set stains, permanent discoloration, mold, or surface damage — may be permanent and may remain unchanged, partially improved, or in some cases more visible, after service, regardless of the products, equipment, or effort used.
- Konig Klean makes no warranty, express or implied, that any pre-existing condition will be improved, reduced, or eliminated as a result of the Services performed.
- As part of its standard operating protocol, Konig Klean will conduct a property inspection and photograph the premises before and after each Service for documentation, quality assurance, insurance, and liability purposes. See Section 18 (Pre- and Post-Service Inspection & Photography) for full details, including client privacy protections.
- Konig Klean is not liable for any insurance claim or damage claim filed by the Client relating to property, items, or conditions that were already broken, damaged, or compromised prior to the start of Services.
- By proceeding with Services, Client releases Konig Klean from any claim, liability, or request for refund or remediation arising from the appearance, condition, or state of any pre-existing condition at the property, whether or not specifically identified before service began.

4. Client Responsibilities & Property Access

- The Client, or the Client's legal representative, must be present at the property for the entire duration of the Service. If no one is present, Konig Klean is not responsible for any resulting claims.
- Perishable goods must be packed and safely stored by the Client in accordance with food-safety practices. Konig Klean is not liable for illness, damage, or death resulting from food left in open spaces.
- Customers must unplug any electronics or electronic components prior to service; our crew will not unplug, plug in, or install electronic equipment before, during, or after service.
- The Client must provide access to a water source for cleaning, painting, window washing, and/or pressure washing services.
- Children, pets, and live animals must remain with the Client/representative at all times during service, or be placed in a room where service will not be performed.
- For painting and window washing services, all furniture must be moved away from the walls/window areas to leave adequate working space. If furniture is not moved, an additional fee (determined by our technicians) will apply, and Konig Klean is not responsible for any damage caused while moving it.

- For painting jobs, all furniture and children's beds must be covered with material that will not allow paint to soak through. Konig Klean is not responsible for paint damage to uncovered items. Our painting technicians will tape and cover floors, switches, outlets, door knobs, kitchen counters/appliances, and bathroom fixtures before beginning work.
- Konig Klean reserves the right to refuse service to premises that do not meet acceptable sanitary or safety standards (e.g., pest infestation, biohazards, excessive clutter, severe mold). If service is cancelled for these reasons, the deposit is not refundable.
- Clients are strongly advised to retain possession of all personal items — phones, laptops, tablets, IDs, passports, cards, wallets, keys, medications, cash, and irreplaceable belongings — throughout the Service. Konig Klean is not liable for the loss, misplacement, or accidental damage of such items if they are not kept with the Client.
- Konig Klean will photograph and/or video the Client's location as part of its standard pre- and post-service inspection protocol, as well as for quality control, insurance/liability documentation, and marketing purposes, subject to the privacy protections set forth in Section 18. **Please note:** We are not responsible for any lock-related issues—whether your lock is broken, or you're locked out of your home.

5. Building Insurance (Certificate of Liability Insurance — COI)

- If your building management requires a Certificate of Insurance (COI), Konig Klean will provide one through our third-party insurance provider for booked services.
- It is the Client's responsibility to obtain the building's COI requirements and provide them to Konig Klean via email prior to the service date, and to notify us that a COI is required.
- Konig Klean may refuse service or charge an additional fee if we arrive and the required COI information was not provided in advance.
- Floor and elevator protection is not included in our standard price quote. If the Client or building management requires wall, floor, or elevator padding/protection, the Client must communicate this at booking or within 48 hours of the service date so materials can be prepared. Additional material and handling fees apply.
- Clients must confirm all building-specific service restrictions (hours, elevator use, loading dock access, etc.) directly with management and relay that information to Konig Klean by phone or email. Generic details on a COI will not be treated as confirmation of building rules. Issues caused by unverified or incorrect access information are the Client's responsibility.

6. Limitation of Liability

- Konig Klean carries general liability insurance and exercises reasonable care while performing Services. Konig Klean's total liability for any claim arising from or related to the Services — including damage, loss, injury, or breach of these Terms — shall not exceed the total amount paid by the Client for the specific service giving rise to the claim.
- Konig Klean is not liable for indirect, incidental, special, or consequential damages, including loss of use, loss of income, or loss of business opportunity.
- Konig Klean is not responsible for damage to items of extraordinary or sentimental value, cash, jewelry, or unsecured valuables that were not disclosed and properly secured prior to Services.
- Konig Klean is not responsible for damage caused by faulty, defective, or improperly installed fixtures, items, or prior repairs (including window/door installations), nor for water infiltration resulting from such issues, nor for

stains that cannot be removed through conventional cleaning methods.

- If any accidental damage occurs during a Service, our staff will notify the Client promptly. Any claim for damage must be reported in writing to Konig Klean within twenty-four (24) hours of the completion of Services, accompanied by photographic evidence where possible, to be eligible for review — see Section 7 (Claims & Refunds Process).

7. Claims & Refunds Process

- Claims must be submitted in writing to sales@konigklean.com within twenty-four (24) hours of your service date. Claims filed after this window will not be honored, and Konig Klean will not be held liable for any related damages or liabilities.
- By submitting a claim, the claimant affirms under oath that the statements and exhibits provided are true and complete, and that no material fact has been withheld. Once submitted, a claim cannot later be amended or treated as the basis for an additional, separate claim.
- Konig Klean will acknowledge receipt of your claim within 30 days, and provide a disposition within 120 days of acknowledgment (with the right to a 90-day extension if needed).
- Our claims team will review all information and supporting evidence (e.g., photos), maintain contact throughout the process, and present a fair settlement offer where applicable. If the offer is not accepted, Konig Klean will work with an independent arbitrator, where appropriate, to resolve the claim.
- If you purchased third-party insurance separately, refer to that provider's contract for its own claims deadlines and terms.
- Claims involving a third-party insurance policy or that remain open/pending may affect eligibility for referral commissions — see Section 13 (Client Referral Program).

8. Safety of Our Crew & Service Restrictions

- All Konig Klean personnel complete two weeks of intensive training covering job safety, lifting and securing items, equipment operation, surface-specific cleaning techniques, chemical/cleaning-solution handling, and customer service. All staff undergo a police background check before hire.
- Our crew is covered by third-party workers' compensation insurance as required under New York State law.
- Clients should not get involved in performing the work they are paying Konig Klean to do. Konig Klean is not liable for any injury or claim resulting from a Client's own involvement in the work.
- Clients are expected to treat Konig Klean personnel respectfully. Konig Klean reserves the right to stop a service at any time if a customer harasses our staff, with no refund of the deposit.

To protect the health and safety of our staff and your property, our crew is not permitted to:

- Clean or service spaces with any infestation (bed bugs, cockroaches, mice, etc.) or clean pest droppings
- Hand-clean floor areas larger than 10' x 10' (3m x 3m)
- Use ladders higher than 3' (a 3-step ladder only)
- Clean pet waste (litter boxes, animal waste, etc.)
- Handle feces, urine, vomit, or other bodily fluids from a pet or person
- Hand-wash any type of clothing

- Clean high building exterior windows
- Stand on counters, furniture, or appliances to reach high areas
- Lift or move items heavier than 50 lbs
- Clean a car or garage
- Perform outdoor work (lawn care, gardening, grill cleaning, etc.)
- Work in areas under major construction that are unsafe
- Work where a contagious illness or excessive bodily fluids are present
- Work in premises with a severe mold or mildew problem
- Work in premises with excessive clutter that poses a danger to staff

9. Satisfaction & Re-Clean Policy

If the Client is not satisfied with a completed service, Konig Klean should be notified within twenty-four (24) hours so we can review the concern. Konig Klean does not issue refunds for completed services; instead, at our discretion, we will return to re-clean or redo the specific areas affected at no additional charge. This policy applies to the quality of work performed within the agreed Scope and does not apply to pre-existing conditions (Section 3) or to items outside the agreed Scope of Services.

10. Insurance & Licensing

Konig Klean LLC is a licensed and insured cleaning and facility services company operating in New York City. Certificates of insurance can be provided upon request for commercial or building management clients — see Section 5.

11. Service-Specific Terms

11.1 Painting Services

- Konig Klean purchases paint and patching materials on the Client's behalf; these costs are added to the Client's invoice and are the Client's responsibility. Our painting technicians can advise on which products/paint to purchase.
- Paint colors shown on a sample/swatch may appear differently once applied to a wall. Konig Klean is not responsible for color-matching discrepancies and does not issue refunds for this reason.
- As noted in Section 4, furniture must be moved away from walls and covered appropriately before painting begins; additional fees apply if this is not done, and Konig Klean is not responsible for damage caused while moving items.

11.2 Window Washing Services

- The Client must ensure clear access to all windows, including moving furniture, personal items, and window treatments; window areas should be clear of items, or a fee will apply for our technicians to move them, and Konig Klean is not liable for any resulting loss or damage to those items.
- Pets must be secured, and any pet waste in work areas must be removed prior to service.
- The Client must provide access to water (and electricity, if needed) and must inform Konig Klean of any issues such as well water or low water pressure.

- The property, including windows, frames, screens, and doors, should be in good repair and weathertight. Our team will inspect windows and screens for pre-existing damage before starting work; per Section 3, Konig Klean is not responsible for pre-existing damage and is not liable for damage caused by water infiltration due to prior faulty installation or repairs, or for stains that cannot be removed by conventional means.
- The Scope of window washing services (e.g., basic cleaning vs. screen/track cleaning) will be defined in your quote or proposal.
- Konig Klean may delay or cancel window washing service due to severe weather (freezing temperatures, snow, ice, storms) or other unsafe conditions, and reserves the right to decline jobs it deems unsafe, even after booking.

11.3 Carpet & Rug Cleaning Services

- Prior to service, our technicians will inspect carpets and rugs and note any pre-existing stains, wear, discoloration, or damage. As described in Section 3, Konig Klean is not responsible for pre-existing conditions, and carpet cleaning may not remove or improve them.
- Stain removal is not guaranteed. Certain stains — including ink, wine, dye, bleach, rust, and pet urine or feces — may be permanent, particularly if they are old, set-in, or have penetrated the carpet backing or padding, and may not be fully removed despite treatment.
- Some carpets and rugs may experience color bleeding, fading, or “browning” (residual soil wicking back to the surface) during or after cleaning, due to the carpet’s existing dyes, fibers, or backing materials. Konig Klean is not liable for these naturally occurring reactions.
- The Client is responsible for removing small items, breakables, and electronics from carpeted areas prior to service. Our technicians may move light furniture as needed, but are not liable for damage to furniture or items that were not properly prepared or removed; heavy furniture (50 lbs or more, per Section 8) will not be moved.
- Cleaned carpets typically require 6 to 24 hours to fully dry, depending on carpet type, humidity, and ventilation. The Client agrees to keep foot traffic, pets, and furniture off treated areas until carpets are fully dry. Konig Klean is not liable for re-soiling, slipping, or damage resulting from use of carpets before they are dry.
- Pre-existing carpet stretching, buckling, delamination, ripples, or seam separation may become more noticeable, or may worsen, as a natural result of the cleaning process. This is not damage caused by Konig Klean and is treated as a pre-existing condition under Section 3.
- Deep cleaning may reduce, but cannot guarantee full removal of, odors (such as pet urine) that have penetrated the carpet padding or subfloor. Additional enzyme or odor treatments may be offered at additional cost, with no guarantee of complete odor elimination.
- Delicate or specialty rugs (e.g., oriental, wool, silk, antique, or hand-knotted rugs) require special handling and may incur additional charges. The Client must disclose any such rugs prior to service. Konig Klean reserves the right to decline in-place cleaning of delicate rugs and may instead recommend off-site professional rug cleaning.
- The Client must notify Konig Klean in advance of any chemical sensitivities or allergies so that appropriate cleaning products can be selected.

11.4 Additional Cleaning Services (Deep Cleaning, Move-In/Move-Out & Post-Renovation)

- Deep cleaning, move-in/move-out, and post-renovation cleaning services address visible dirt, dust, debris, grime, and surface buildup, as defined in your quote. These services do not include repairs to the property,

fixtures, or finishes.

- For post-renovation cleanup, our crew removes construction dust and debris present at the time of service. Fine dust may resettle in the days following service due to ongoing HVAC circulation, continued nearby construction, or remaining work; Konig Klean is not responsible for dust that re-accumulates after our crew departs.
- Move-in/move-out cleaning covers items such as cabinet interiors, appliance interiors/exterior, and other areas defined in your quote. Pre-existing damage in vacant units — including scuffs, nail holes, and areas needing paint touch-up — is not addressed by standard cleaning unless painting services are separately quoted (Section 11.1).
- Recurring service schedules (weekly, biweekly, monthly, etc.) remain subject to the cancellation and rescheduling terms in Section 2.4. Any change in scope (added rooms, areas, or services) may trigger an updated quote per Section 2.5.
- Konig Klean provides eco-friendly cleaning products as standard. Specialty surfaces (e.g., natural stone, unfinished hardwood, etc.) may require specific products, which will be noted in your quote where applicable.

12. Client Referral Program

Konig Klean offers a referral program that rewards referrers with a commission on a referral's completed and paid service, subject to the following conditions:

1. The referred customer must book and complete payment for their service with Konig Klean. No commission is earned if the referral does not book or pay.
2. All referrals must be submitted through the official Konig Klean referral program web form. Referrals made by email or verbally are not eligible for a commission.
3. If eligible, the referral fee is mailed via certified bank check to the referrer's address on file within 30 days of the referred service being completed and paid in full (not the booking date).
4. Referral commissions are paid only via certified bank check, sent to the address provided on the referral program web form.
5. The referral commission is 10% of the total, paid invoice for the referred service.
6. Konig Klean reserves the right to change the commission rate or cancel this program at any time.
7. Referred customers do not earn a commission for their own booking, though they may use a promo code for a discount if applicable.
8. No commission is paid if the referred customer signs up for a recurring (daily, weekly, monthly, or other repeat) service.
9. Earned referral commissions cannot be applied as a credit or discount toward the referrer's own future services or those of their contacts.
10. If the referred customer has an open or pending claim with Konig Klean that could result in lost revenue, Konig Klean may withhold the commission, or at its discretion pay a flat \$30 commission regardless of the original percentage.
11. Referral submissions, emails, or calls made after the referral's booking date (i.e., after the deposit and service agreement are signed) are not recognized or honored.

12. Commissions are not paid for referrals who are repeat customers that have previously booked with Konig Klean; Konig Klean may, at its discretion, offer a returning-customer discount instead.
13. Referrers may not refer themselves for a commission.

13. Military Discount Program

- Konig Klean offers a discount to active and retired members of the U.S. Army, Marine Corps, Navy, Air Force, Space Force, and Coast Guard, as well as their spouses and dependents, upon presentation of a valid, current U.S. military ID in the booking customer's own legal name. IDs belonging to a friend, family member, or partner are not accepted.
- Accepted forms of ID: U.S. Military ID Card, U.S. Military Dependent ID Card, U.S. Veterans ID Card, or a Veteran Designation on a driver's license. No other forms of military ID are accepted.
- To redeem this discount, the Client must scan or photograph their ID and send it to a Konig Klean representative prior to booking. The discount cannot be applied retroactively after booking and deposit payment.
- Konig Klean reserves the right to discontinue this discount at any time and is not liable for any related claims or damages.

14. General Client Service Policy

- Konig Klean has the authority to cancel any service, at any time, for any reason. We have a zero-tolerance policy for racism, sexism, discrimination, harassment, or abusive behavior toward our staff; such conduct will result in immediate and permanent termination of service.
- All staff complete a police background check and receive training/certification before working in the field. Konig Klean invests significant time and resources in staff development. If a Client or their affiliate hires a current Konig Klean employee directly while that employee remains employed with us, a \$2,000 fee applies, and the Client must notify our office in writing of the hiring decision.
- Konig Klean provides all standard equipment and supplies. If the Client's own products are used at their request, we cannot guarantee the same results, and this does not entitle the Client to a discount. For safety and OSHA compliance, our staff wear shoes on the premises and are limited to ladders no taller than 3', provided by Konig Klean.

15. Changes to These Terms

Konig Klean may update these Terms from time to time. The version in effect at the time a service is booked governs that service. Continued use of our Services after an update constitutes acceptance of the revised Terms.

16. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of New York, without regard to its conflict-of-law principles. Any disputes arising under these Terms shall be resolved in the state or federal courts located in New York County, New York.

17. Questions, Comments & Contact

Konig Klean LLC — 445 W 49th St, New York, NY 10019. For questions or comments about these Terms or our Client Service Policy, email milica.m@konigklean.com or call (917) 227-5530. For claims, email sales@konigklean.com.

18. Pre- and Post-Service Inspection & Photography

18.1 Standard Inspection Protocol

As part of its standard operating procedure on every residential and commercial job, Konig Klean will conduct a walk-through inspection of the premises prior to commencing any Service. A final inspection will be performed upon completion of the Service to confirm scope fulfillment, quality of work, and the condition of the property. These inspections are a mandatory step in every Konig Klean job, without exception.

18.2 Photographic & Video Documentation

Konig Klean will photograph and/or video the premises before and after each Service as part of its standard quality control and liability protection protocol. These records may be used for purposes including but not limited to:

- Quality assurance and internal performance review
- Crew training and operational improvement
- Dispute resolution and claims documentation
- Insurance and liability protection
- Marketing, portfolio representation, and promotional materials
- Compliance with Konig Klean's CIMS-aligned operational standards

18.3 Client Privacy & Confidentiality

All photographic, video, and inspection records collected under this Section are treated with strict confidentiality. Konig Klean will not publish, display, distribute, share, sell, or otherwise present any images, footage, documentation, or records in a manner that identifies, names, or discloses the personal information of the Client. Protected information includes, but is not limited to, the Client's name, home or business address, contact details, building or unit number, or any other personally identifiable information.

Any photographs or videos used for marketing, portfolio, training, or promotional purposes will be fully anonymized prior to use, such that no reasonable person could identify the Client or their property from the content displayed. Konig Klean will not tag, caption, or otherwise associate any image or footage with Client-identifying information in any public or third-party channel.

18.4 Separate Release for Identified Use

If Konig Klean wishes to use photographic or video content in a manner that identifies the Client or their property (e.g., a named case study, testimonial, or branded before-and-after feature), Konig Klean will obtain a separate, express written release from the Client prior to any such use. No identified use will occur without that signed release, regardless of any other provision in these Terms.

18.5 Client Acknowledgment & Consent

By engaging Konig Klean's Services, the Client acknowledges that pre- and post-service inspections and photography are a standard, non-negotiable component of every job, and consents to the documentation

practices described in this Section, subject to the privacy and confidentiality protections set forth in Sections 18.3 and 18.4.