Burkes Power Cleaning LLC
Terms and Conditions
Privacy Policy

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I. Terms and Conditions Statement

By using the services provided by Burkes Power Cleaning LLC, you are agreeing to the terms and conditions. All site members who have completed a payment transaction or signed up for a pricing plan using the Housekeeper ($70 yearly) plan, any courses, Business Owners ($3.99), or the Homeowner ($0 yearly) plan will agree to the terms and conditions when using our services and during checkout before advancing to the use of our services. Disagreeing with the terms and conditions and/or is not being legally allowed to work in the United States prohibits you from becoming a site member. This prohibits your access to the **'My Profile'** page, the site member review page, other page features, and discounted offers on courses. If you did not receive your copy of the terms and conditions when signing up, email adminsupport@burkespcleaning.com with the email subject line as **'Terms Support'** along with the description of your problem or download it from the **'Terms and Conditions'** page on the website.

Burkes Power Cleaning LLC is not responsible for independent contractors, homeowners, or business owners' scheduling or attendance. Booking approvals/rejections, booking requests, cancellations or booking reminders outside of Burkes Power Cleaning organization services, receiving payments before or after servicing a residential property/business (of any type), injury or harm, theft, insurance claims, or personal privacy concerns. It is in best regards to personally maintain the privacy of the homeowners, independent contractors, or business's property, phone number, and address at all times. These terms and conditions are implemented to ensure the safety and effectiveness of the services provided. Housekeepers are independent contractors who are permitted to set their own prices, hours, services, policies, and conditions outside of Burkes Power Cleaning LLC.

II. About

Burkes Power Cleaning LLC is a housekeeping network and retail store that provides pricing plans, courses, organization services, business self-advertisement, and an online shop. Homeowners and housekeepers have complimentary access to a series of template cleaning

services such as deep cleaning, maintenance cleaning, general cleaning, and bedroom treatments. Deep cleaning is for large one-time cleanings, move-in and move-out services, or full house cleaning. Maintenance cleaning is routine-based cleaning covering the full house. General cleaning is a pick-and-choose any room/chore except the bedrooms service. Bedroom treatment is a deep cleaning of the bedroom only.

Organization services are booked by request only to a Burkes Power Cleaning employee, then followed with a quote that will include the style, quantity, service/cleanup fee, and measurement of your desired space located in Pittsburgh, PA. Burkespcleaning.com is also an online store shipping products to the 50 states of America, selling cleaning products, equipment, PPE, and other household goods. The website subscription provides a service that allows site members to search for homeowners, housekeepers and business owners, take cleaning courses, and receive discounts. To find Template Services, go to the **'Services Page'** and click the **'More Info'** tab on the selected service. An approved background check (housekeepers only), business verification, ID verification, profile picture, and agreement to the terms and conditions are required for all homeowners, business owners, and housekeepers to become site members.

III. Services

Burkes Power Cleaning's memberships include verification/background checks, unlimited searches, discounts on courses, tax forms, and template services while allowing site members to keep all earnings. Unlimited searches are generated by site members who signed up in that service area (city, state). Template services are an optional and complimentary service that can be used only by housekeepers or homeowners. It is an easy guide that presets your hours and prices based on tasks, square footage, housing conditions, and coverage of supplies being used. These prices are calculated by the average national salary of the residential cleaning profession, which wages up to $25-$40 an hour. The template services and quote calculator prices displayed on burkespcleaning.com include the service, supplies, and mileage covering 15 miles of gas. Template services are listed as deep cleaning, maintenance cleaning, general cleaning, and bedroom treatments. Add-on service prices are not included in the template service price. To calculate a quote including add-on services total the service time and add-on time to get a new

quote. Housekeepers, business owners, and homeowners can choose their own appointment hours, pricing, and service types. Independent contractors and business owners can deny homeowners certain services, tasks, and housing conditions for any reason. Housekeepers are independent contractors. Burkes Power Cleaning LLC is not responsible, nor do we provide extended marketing services that pertain to site members' personal/business advertising. Burkes Power Cleaning LLC does not have housekeeping teams available on the website.

Bookings, Hours, and Payments

Bookings are set and agreed upon by the housekeeper, business owner, and homeowner. Burkes Power Cleaning LLC is **not** responsible for site member's scheduling, booking approvals/rejections, booking requests, cancellations, cancellation fees, payments or booking reminders affecting their company services or template services such as deep cleaning, maintenance cleaning, general cleaning, and bedroom treatments. Hours, days, routine scheduling (daily, weekly, biweekly, monthly), and holidays are agreed upon by the homeowner, business owner, and housekeeper. Burkes Power Cleaning LLC **is** responsible for organization services scheduling, booking approvals/rejections, booking requests, cancellations, cancellation fees and booking reminders. Burkes Power Cleaning's organization services are performed by an employee of Burkes Power Cleaning LLC, not an independent contractor using the company's website. Organization services require a 50% deposit after the initial free quote and inspection before proceeding with services. A separate contract including terms and conditions will be provided to recipients for organization services.

Template Service prices can be agreed upon as the exact prices or negotiated at an adjusted price. Housekeepers are permitted to set their own prices and can list them on **the 'My Profile'** page. Homeowners and business owners can display their budget on their profile using the Overview section. Payment links can be found in the Overview section, allowing homeowners, business owners, and housekeepers to send and request payments to use their desired banking app (ex.Cash App, Venmo, or PayPal) for instant debit payments. Cash and check payments may also be accepted.

Deposits are determined by the housekeeper and business owner. Housekeepers and business owners can deny servicing a home for any reason, in which case it is best to schedule a

walkthrough before servicing a home and accepting payment. Burkes Power Cleaning LLC is not responsible for housekeepers or businesses receiving payments before or after servicing a residential property/business (of any type) or compensation from the other party. Refunds are determined by the policies of the business owner and housekeeper/independent contractor.

Courses and Discounts

Courses are available to everyone. Discounts on courses are exclusive to housekeepers who bought the yearly subscription pricing plan. Courses hold no significant value in professional certification. The purpose of taking a course is to gain knowledge and experience fast with on-the-go learning highlighting the subjects of health and safety, customer service, basic paperwork needed, and cleaning supplies: Do's and Don'ts. If you did not receive a course discount code, email adminsupport@burkespcleaning.com with **'Discount Support'** in the email subject line to receive your code. Burkes Power Cleaning LLC does not give refunds if the course is purchased after the discovery of the discount code. A course sample is provided to users to preview the course before purchasing. If no course is presented, it has been removed to meet the satisfaction of our customers/laws. Any courses bought before the course was removed and/or updated will still remain active in your profile.

Customer Service

Burkes Power Cleaning LLC customer service hours are Monday-Friday at 10am-5pm. Email adminsupport@burkespcleaning.com with **'Customer Support'** in the email subject line before describing your issue. Burkes Power Cleaning LLC will respond within the day or the next business day. A customer service assistant will assist you with website technical issues, background check and profile issues, site member support, general questions, reviewing and handling reports for instant messaging, coupon code issues, shipping, handling, shop inquiry, or refunds/warranty issues, and receiving documents by email. Independent contractors (housekeepers) and business owners will provide their own policies of customer service and contact information according to their services, location, etc. Burkes Power Cleaning LLC will never call, text, message you on social media platforms, or email you asking for your personal information, such as your passwords, full payment card details, full social security number, and verification documents outside of the website's secure network. This information will be

submitted through Burkes Power Cleaning's website by the recipient. Burkes Power Cleaning LLC may ask you for your personal information such as your last digits of your SSN, full name on the submitted application, address, or phone number to verify your account to further assist you.

IV. Shop Page

Out of Stock Products

Out-of-stock products will be fully refunded to the purchaser, and the item will be updated as "Out of Stock" until the item is available or replaced. A confirmation email will be sent shortly after. If you have concerns about your purchases, email adminsupport@burkespcleaning.com with **'Shop Support'** in the email subject line before describing your issue.

Uniforms

Buy your uniform package or individual custom apparel and then submit your sizes, logo, color, type and order number on the uniform form. Your order number is located on the receipt. Once your order is submitted, a sample picture of your design will be emailed to you within 1 business day. Custom designs can only be modified if your order is still being processed. You will have 24 hours to modify your design after ordering. There will be no refunds on design errors after the processing time. Custom designs may take up to 14 days to complete and ship. Expect longer processing times for larger orders. For individual custom orders, the maximum quantity is 50 per product (You are able to buy 50 shirts, 50 hats, and 50 car magnets in one order). Ordering quantities larger than 50 items will be cancelled and refunded. If you are requesting a refund: request a refund before the processing time, then submit a refund form located on the **'Shop'** page to receive a full refund. If you have any questions about your uniforms, email adminsupport@burkespcleaning.com with **'Uniform Support'** in the email subject line before describing your issue.

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Refunds and Returns

For an eligible refund, a refunded item must be returned within 30 days. Products must be complete, assembled, and free of severe damage, such as cracks, excessive rust, or missing components. Products must be returned in the original manufacturers' packaging provided by the manufacturer. Returned items must be in new, unused, or in good condition, and in their original packaging. Items that have been installed, used, or altered may not be eligible for return. Most return refunds are processed within 10-14 business days after the product is received by Burkes Power Cleaning LLC; some returns may take longer. All products will be investigated before determining your refund status. Payments are returned to the same payment method used for the original payment. A prepaid return label will be provided to you by email after the refund/return form is submitted.

Non-Refundable Situations:

- If the product is not returned along with the refund/return form. Both actions are needed to process a refund.
- Products that are heavily damaged, disassembled, or missing critical components after use.
- Products returned after the specified timeframe (30 days).
- Products **must** be in the original manufacturers' packaging, or no refund can be given.

Fill out the refund form to replace or return your purchased item. The returned delivery must include the purchased products and all materials from the manufactured unit. All products and materials that are **not** included in the returned delivery may result in a partial or no refund. The replaced item you are inquiring to return cannot be exchanged with another product. To locate the product's SKU, search for the SKU numbers near the product name, description, and price.

Print your prepaid label and properly tape it on the previous or new packaging before shipping your returned items. Products that are not returned will not receive a refund or replacement. Burkes Power Cleaning may not offer refunds for lost or stolen items during and after delivery. If you need support or believe that the refund we issued was unjustified, email adminsupport@burkespcleaning.com with **'Refund Support'** in the email subject line before

describing your issue. Many items are non-returnable, including perishables, customized products, digital items, and some health and safety items. A refund is provided if the item is returned in new and unused condition within 30 days of purchase. You can submit a refund request form on the Shop page. You **cannot** get a refund for:

• Perishable goods

• Products with potential health or safety risks

• Customized or personalized products

• Digital products, such as e-books or software

• Pharmacy products

• Products with shipping restrictions

• Redeemable products, like gift cards

• Customized or personalized products

Gift Cards

Gift card money can only purchase Burkes Power Cleaning's shop products. This gift card cannot be used with other Burkes Power Cleaning services or to complete transactions with other companies. Gift cards cannot be refunded, exchanged, or resold. Email adminsupport@burkespcleaning.com with **'Gift Card Support'** in the email subject line before describing your issue. Products purchased with a gift card cannot be refunded to the original payment method, as gift card purchases are non-refundable. Instead, when a return occurs, the refunded amount is typically issued back to the customer as store credit or a new gift card. If an order was paid entirely with a gift card, it cannot be refunded. For split payments, if a purchase was made using a combination of a gift card and another payment method (e.g., credit card), only the amount paid by the other method can be refunded to that method. The portion covered by the gift card remains non-refundable. Customers can exchange items purchased with a gift card, provided the new items have the same total price as the original purchase.

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Warranty

Burkes Power Cleaning's online products are not under warranty. Original product manufacturers may include a warranty with the product. Contact the manufacturer and ask them directly if a warranty applies. Review warranty information online by visiting the original manufacturer's website for their official warranty terms and conditions.

Shipping and Handling

Standard Shipping	1-5 days	$13.99	When spending $25 and lower
Standard Shipping	1-5 days	$7.99	When spending more than $25
Free Shipping	1-5 days	$0.00	When spending $175 or more
Local Delivery (Pittsburgh)	1-5 days	$0.00	

To get free shipping, customers must spend $175 or more on standard free shipping. Packages vary from 1 lbs. to a maximum of 150 lbs. It may take up to 3-4 business days for your payment to process. Your tracking number will be sent to you through your email once your order has been processed. You can track your package by applying the tracking number to the link connected to the shop page on Burkes Power Cleaning's website. Expect shipping delays during hazardous weather and holidays.

V. Membership

14-Day Free Trial/Membership Information

To become a member, first sign up then select your pricing plan (homeowner, business owner, or housekeeper), fill in the correct information, and pay for your plan. You will receive an email of your background check/verification rejection or approval. Once approved, you can begin setting up your profile. All housekeepers (independent contractors) and business owners must comply with their state laws and certifications. Memberships may take up to one through five business days to be approved. While some verifications may allow same-day membership

approval, other verifications such as complete reports, 7-year county criminal reports, and statewide criminal reports can take up to one to five business days before approval status. Members with multiple verifications will receive a **'Verified Member +'** badge. Burkes Power Cleaning LLC advises all site members to take precautions at this time until a background check and other verifications are fully verified. This access is designed to reduce fraud and verify that businesses and individuals are properly registered. Site members and businesses must stay in lawful compliance after the background check is performed and when rejoining after the yearly subscription ends. An email will be sent if you are approved or rejected, along with documentation of your verification, background checks, policy rights, and terms.

Homeowners

Homeowners will verify their identification through Didit.me and must submit a current and valid form of identification such as a U.S. passport, driver's license, state identification, or resident permit during sign up. No other forms of identification will be accepted. Submitting this documentation will verify your identity, which will match your profile. Homeowners will receive a **'Verified Member'** badge. Business owners and homeowners can deny a housekeeper for issues such as lack of insurance or certifications.

Business Owners

During the 14-day free trial, Business Owners will need to complete the sign-up form and verify their identification through Didit.me. This access is designed to reduce fraud and verify that businesses and individuals are properly registered. Business Owners must enter their EIN/TIN number, business name, address, and your title/position. The required documentation is needed to verify the business and the business members. Once approved, business owners will receive a **'Verified Member'** badge. Rejected applications will result in a $3.99 (Business Owner subscription plan) refund. Only one business member can sign up using their business email. Only one name can be listed on your profile if your business entity is a partnership or has multiple partners. If your application has been rejected, expect your $3.99 purchase returned to you in a matter of business days or for your trial to end. You may add your company name/DBA and add your business logo or professional portrait of self/selves. Housekeepers (independent contractors) and other businesses can set their own policies and limitations on the job site.

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Burkes Power Cleaning LLC is a housekeeping networking platform to connect and communicate with homeowners, housekeepers, and business owners. Although this platform could land a site member job leads or booking opportunities through networking, access to leads is not a guarantee of paid work. Burkes Power Cleaning LLC sells the access of verifications to enter the network; this business does not provide job lead services.

The business owner subscription ($3.99) also covers business brand recognition and self-service promotion to residential/homestyle based businesses. Business owners can also purchase a Homeowner plan for personal use using their personal email or adding another pricing plan connected to the same email. Email adminsupport@burkespcleaning.com with **'Business Member Support'** in the email subject line before describing your issue.

Housekeepers (Independent Contractors)

During the 14-day free trial, Housekeepers (independent contractors) members will not receive a **'Background Check'** badge until a background check is approved. During this trial, a background check is not performed, but ID verification is needed to continue your trial. Housekeepers (independent contractors) must fill out both the background check application form and the Didit.me ID verification. To verify your ID, use the Didit.me link and click on the **'Verify ID'** button on the membership sign up page. Submitting this documentation will verify your identity, which will match your profile. Your background check will be performed after the plan is purchased. Housekeepers will receive a **'Verified Member'** badge until the pricing plan is purchased. Housekeepers with an approved background check will receive a **'Background Check'** badge. Housekeepers who added statewide screening to their background checks will receive a **'Background Check +'** badge. We encourage housekeepers to obtain certain qualifications and certificates to ensure the health and safety of all. Business owners and homeowners can deny a housekeeper for the lack of insurance or certifications. Any supporting documents can be uploaded during sign up which allows members to upload 10 pictures or documents. Housekeepers (independent contractors) and other businesses can set their own policies and limitations on the job site. Housekeepers can also purchase a Homeowner plan for personal use using their personal email or adding another pricing plan connected to the same email. For housekeeping memberships, there are no refunds on completed background checks if you fail, because the cost is for the service of conducting the check, not for the outcome.

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What business owners are accepted (Residential based businesses)

- Residential Cleaning Businesses
- Commercial Cleaning Businesses
- Professional Organizers
- Real Estate Agents & Brokers
- Property Managers
- Construction Contractors
- Home Improvement & Remodeling
- Handyman & Home Repair Services
- Electricians
- Plumbers
- HVAC Services
- Roofing Contractors
- Landscaping & Lawn Care
- Pest Control Services
- Painters
- Moving Companies
- Interior Designers & Home Stagers
- Furniture Assembly Services
- Pet Care Services
- Event Planners
- Home Health Care Providers
- Hospitality Services
- Hair & Beauty Professionals
- Personal Fitness Trainers
- Car Detailing Services
- Culinary & Catering Businesses
- Airbnb & Vacation Rental Hosts
- Mental Health Professionals

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- Physical Therapy Providers
- Home-Based Businesses
- Retail Store Owners
- Small Businesses that provide products or services related to homeownership, organization, cleaning, or lifestyle improvement.
- Businesses with an EIN or professional licensing
- Entity types: sole proprietors, LLC, partnerships, S-Corps, and Nonprofits

Services that are not accepted:

- Child Care or Daycare Services
- Babysitting Services
- Adult Entertainment Businesses
- Escort or Dating Services
- Illegal Businesses or Activities
- Firearms, Ammunition, or Weapons Sales
- Tobacco, Vape, Drug or Marijuana Businesses
- Gambling or Sports Betting Services
- Payday Loan or High-Interest Lending Businesses
- Cryptocurrency Investment or Trading Services
- Pyramid Schemes or Multi-Level Marketing (MLM) Programs
- Businesses Promoting Fraudulent or Misleading Practices
- Businesses Selling Counterfeit Products
- Businesses that violate federal, state, or local laws
- Any business determined by Burkes Power Cleaning to be unsafe, inappropriate, or inconsistent with the platform's mission.

What services are accepted:

- Residential cleaning
- Event cleanup
- Home presentations (real estate agents)

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- Office cleaning
- Air BnB & home hospitality
- Post construction/repair cleaning
- B2B sell/trade
- Flex space cleanup
- Shop & retail shop spaces
- Small business cleaning
- Pet messes and grooming
- Culinary/catering clean up
- Garden/lawn care cleaning
- Fitness sanitizing and gym cleaning
- Hair & beauty shop cleaning
- Car detailing
- Mental & physical therapy office cleaning
- Moving & painting cleaning
- Storage unit cleaning
- Garage/Warehouse cleaning

Services performed by licensed professionals that are accepted:

- Hoarding cleanup involving hazardous materials
- Mold remediation
- Asbestos removal
- Lead paint removal
- Hazardous waste removal
- Heavy Construction
- Structural construction
- Demolition services
- Excavation
- Road paving
- Large-scale commercial construction

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- Regulated Trade
- Electrical work
- Plumbing work
- HVAC installation or repair
- Gas line installation or repair

Services not accepted:

- Childcare or babysitting
- Adult care or personal companion services (non-cleaning)
- Personal assistant services unrelated to cleaning or organization
- Medical Services
- Medical treatment or procedures
- Nursing services requiring professional medical licensing
- Emergency medical services
- Automotive Repair
- Auto mechanic services
- Body repair or collision repair
- Tire installation or repair
- Oil changes or engine repair
- Any illegal activity
- Drug-related services
- Firearms or weapons-related services
- Gambling services
- Adult entertainment services
- Escort or dating services
- Fraudulent or deceptive services
- Financial & Legal Services
- Tax preparation
- Legal representation
- Investment or financial advising

- Insurance sales
- Animal breeding
- Animal boarding
- Pest extermination involving regulated chemicals
- Tree removal requiring heavy equipment
- Towing or vehicle transport
- Any service determined by Burkes Power Cleaning to be unsafe, unrelated to the platform's mission, or in violation of applicable laws.

Burkes Power Cleaning reserves the right to approve, deny, suspend, or remove any service listing at its sole discretion. Services must align with the platform's mission of supporting homeowners, housekeepers, cleaning professionals, and residential-based businesses while maintaining a safe and trustworthy community. Burkes Power Cleaning LLC is a housekeeping networking platform to connect and communicate with homeowners, housekeepers, and business owners. Although this platform could land a site member job leads or booking opportunities through networking, access to leads is not a guarantee of paid work. Burkes Power Cleaning LLC sells the access of verifications to enter the network; this business does not provide job lead services.

Criminal Background Check Approval/Rejection

Housekeepers must complete a background check before becoming a site member. To ensure an approved background check, you must enter the correct information in the sign-up form, agree to Burkes Power Cleaning terms and conditions section, have a social security number, be legally permitted to work in the United States, and be able to pass a criminal background check. Rejection can occur if you do not have a social security number, don’t enter the correct information in the sign-up form, not agreeing to Burkes Power Cleaning terms and conditions section, or are not permitted to work in the United States. Your background check will include a complete report processing your complete background check with SSN trace, addresses, national criminal, & 7-year county criminal search. Additional screening for background checks is also a service provided by Burkes Power Cleaning. A statewide criminal report can be added to your complete report which can identify records that include district

courts, state police departments, bureaus of investigations, or combined statewide court systems across all counties within a state. A statewide criminal search looks for criminal cases prosecuted under state law such as; assault, theft, DUI, burglary, domestic violence, and most misdemeanors and felonies handled in a state court. Statewide surcharges are applied to certain states based on the www.backgroundchecks.com application and the states' requirements. States that have no applicable statewide criminal surcharge will only receive a complete report when the application is being sent and received.

A criminal background check can be denied due to a criminal record for serious or recent offenses like theft, violent crimes, or sex offenses. The independent contractor must still follow the law, which prohibits discrimination based on protected characteristics, and may have to justify why a conviction is relevant to the job. Criminal history convictions including serious or recent convictions, especially violent, sexual, or dishonesty-related crimes, can lead to denial. An arrest alone is not proof of a crime and cannot be the sole reason for denial, according to the Equal Employment Opportunity Commission. If you believe there was a mistake with your approval status, you have the right to appeal and dispute the findings with the screening company, www.backgroundchecks.com, along with your attached document within 30 days.

A criminal background check may reveal felony or misdemeanor convictions, violations or infractions, arrests that didn't lead to prosecution, acquitted charges, or charges that were dismissed. Pending criminal cases may also show up on a criminal record check. If the candidate has a criminal history, there are several factors that may impact an employer's hiring decision, including industry-specific regulations and the type of role. Compliance with state laws and guidance, as well as applicable fair hiring laws, must be followed if Burkes Power Cleaning LLC decides against hiring a candidate based on the results of their background check. There is no refund on completed background checks if you fail, because the cost is for the service of conducting the check, not for the outcome.

You generally need to provide all your addresses for the past 7 years, starting with your current residence and working backwards, with no gaps or overlaps, because background checks use this history to search for records in different counties and jurisdictions, and omitting addresses can lead to delays or application issues. Include every place you live(d), even temporary spots, ensuring clear month/year dates for each, and use continuation sheets if needed.

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Key things to include:

• Current Address First: Always start with where you live now.

• Go Backwards: List previous addresses chronologically, from present to past, for the required timeframe (usually 7 years).

• No Gaps: Ensure there are no dates without an address; if you moved between leases, list the temporary place.

• No Overlaps: Dates for each address should be consecutive (e.g., Jan 2020 - Jan 2021, then Jan 2021 - Jan 2022).

• All Residences: Include any place you received mail, have a driver's license, or registered to vote.

It is important for jurisdictional searches where employers search criminal databases by county, so they need all addresses to cover all areas where you lived. Gaps or incorrect information can raise red flags, delay the check, or even cause your application to be rejected. If you can't remember your information, do your best to research and provide as much accurate information as possible; honesty and effort are key. There are no refunds on the Housekeeper ($70) membership plan. The fee is paid to the background check provider for their time and resources, regardless of the results, not guaranteeing a successful outcome. There are no refunds if the applicant submits the incorrect information needed for a background check; it is advised to review your application before submitting. If you believe the check was inaccurate, you have the right to dispute the findings with the screening company. Background checks are accepted or denied based on the applicant's state laws. Applicants can provide documentation to correct any errors and request a reinvestigation. Email adminsupport@burkespcleaning.com with **'Background Check Support'** or **'Background Check Appeal'** in the email subject line before describing your issue. If your appeal is found in good standing, email your verified appeal to revise housekeeping membership. Find information on background check rights and other disclosure forms on the website's Terms and Conditions page.

Reporting Fraud on an Account

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To report an account as fraudulent, click on **'Report Fraud'** at the bottom of the web page and fill in the submission form and any additional documents. Beware of potential fraud that may: create fake postings including offers that seem too good to be true, such as fake job postings and residential/business locations, sending messages that ask or direct you to send personal information to them, or provide instructions to complete actions for them. If your account is flagged fraudulent, you must reverify your identity and/or business information. All homeowners, housekeepers (independent contractors), and business owners must reverify your identification through Didit.me and submit your reverification form within 7 days of receiving notice. Failure to reverify your account will result in your account being deleted without a refund. During this investigation, members who have been suspected of fraud accounts will be paused until reverification is approved. During this pause, all membership access will be removed. Site members can still use other website features while the account status is paused. If reverification is not completed within 7 days, then that membership (all pricing plans) will be blocked and removed. If your account was blocked and deleted, you can buy another membership plan and create a new profile under a different email, then wait for your new approval status. Email adminsupport@burkespcleaning.com with **'Fraud Account'** the email subject line before describing your issue.

How to Setup My Profile and Chat

Edit your about page displaying information about yourself/experience, your services, and your schedule. Edit your Overview section by filling out the Homeowner/Housekeeper/Business Owner title, your hourly rate, city and state (ex. Dallas, TX), Zoom link, payment link, and social media link. If you purchased multiple pricing plans, then only one profile picture and City/State location will be used. Edit your account preferences on the 'My Account' page. Securely save your bank card information on the **'My Wallet'** page. Save your addresses from your homeowner, business owner or housekeeper on the **'My Schedule'** page and schedule your booking information on the third-party Google Calendar app located on the right side or bottom of the page (view changes on desktop and mobile). Chat and review guidelines require site members to be respectful and appropriate; inappropriate messages reported will lead to content or account deletion. Email adminsupport@burkespcleaning.com with **'Chat Support'** in the email subject line before describing your issue.

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My Group Forum

Welcome to the Burkes Power Cleaning "My Group" forum. This community is designed to provide a safe, respectful, and professional environment where homeowners, housekeepers, and business owners can connect, ask questions, share experiences, and support one another. By participating in this forum, you agree to follow the guidelines. Treat all members with courtesy and professionalism. Harassment, bullying, hate speech, discrimination, threats, or abusive language will not be tolerated. Posts unrelated to these topics may be removed. Please keep discussions related to:

- Housekeeping
- Cleaning businesses
- Home maintenance
- Organization
- Business growth
- Industry education
- Retail products available through Burkes Power Cleaning
- Community support

Do not post:

- Spam
- Repetitive content
- Misleading information
- Unauthorized advertisements
- Affiliate links
- Pyramid schemes
- Multi-level marketing promotions
- Requests for donations without prior approval

Do not post another person's:

- Personal information
- Phone number

- Email address
- Home address
- Financial information
- Identification documents

Always obtain permission before sharing photos or information about another individual. Members may not post content that:

- Violates any law
- Encourages illegal activity
- Promotes fraud or scams
- Contains sexually explicit material
- Promotes violence or dangerous behavior
- Infringes on copyrights or trademarks

Reviews and recommendations should be based on genuine personal experiences. False, misleading, or defamatory statements are prohibited. Members may share legitimate cleaning-related job opportunities or business opportunities when accurate and truthful. Burkes Power Cleaning may remove misleading or fraudulent postings. Burkes Power Cleaning is not responsible for transactions, agreements, payments, or disputes between members unless otherwise stated. Members are responsible for conducting their own due diligence before entering into any agreement.

If you believe a post violates these guidelines, please report it through the website or contact our support team. Reported content may be reviewed and removed at our discretion. Opinions expressed by members are their own and do not necessarily reflect the views of Burkes Power Cleaning. We do not guarantee the accuracy or completeness of user-generated content. Burkes Power Cleaning reserves the right to:

- Edit or remove content
- Lock or delete discussions

- Suspend or terminate member accounts
- Restrict forum privileges
- Report unlawful activity to appropriate authorities when required

Burkes Power Cleaning may update these Community Guidelines at any time. Continued use of the forum constitutes acceptance of any revised policies. By using the "My Group" forum, you acknowledge that you have read, understood, and agreed to comply with these Community Guidelines.

Profile Photo Rejection

Your profile picture will be rejected if the photo is blurry or if the person is wearing sunglasses or using a filter. To ensure an approved profile photo, face your camera (selfie mode), show your head and shoulders, and submit a clear photo. An email will be sent if your profile photo is rejected. If it is rejected, review your email instructions and submit an approved photo again for profile picture approval. This photo will be used in the search directory of your membership page and log-in.

Cancelling Membership

Site members can cancel their membership at any time for any reason for free. Go to the **'My Profile'** page, then to your **'My Subscriptions'** page, and cancel your membership. If your membership is still under the free trial, your membership will end when the free trial ends. If you have purchased multiple pricing plans, then your membership will remain active until you cancel all memberships. It will end before your next billing cycle. If you have multiple pricing plans and choose to cancel one of your plans, then your other pricing plans in your account will remain active and displayed until **all** plans and pending cancellations are officially cancelled.

Community Guidelines

At Burkes Power Cleaning LLC, we are committed to providing a safe, professional, and respectful community for homeowners, housekeepers, and business owners. Burkes Power Cleaning has the right to remove content, suspend accounts, revoke memberships (with no

refund), or permanently terminate access to violations of these community guidelines or terms and conditions. By using our platform, you agree to:

- Treat all members with courtesy and professionalism
- Do not harass, threaten, discriminate against, or abuse other users
- Keep your personal and business information correct and up to date
- Do not impersonate another induvial or business
- Leave an honest review that will reflect genuine experiences
- False, misleading, or fraudulent reviews are prohibited (reviews will be deleted)
- Use the platform only for lawful purposes
- Do not post illegal, fraudulent, offensive, or misleading content
- Communicate respectfully with another members
- Honor scheduled appointments whenever possible
- Notify the other party promptly if you need to cancel or reschedule
- Do not share another member's personal information without their permission
- Report suspected fraud or suspicious activity through our Report Fraud page

Tax Forms

Free tax forms are provided on the **'Terms and Conditions'** website page. W-9 tax forms are available for homeowners who hire independent contractors (housekeepers) and pay them $600 or more. 1099 tax forms are available for housekeepers to record their income if they made over $600, including tips. Business owners must file a 1099-NEC tax form and 1096 form when reporting over $600 in services. Housekeepers must file a W-9 form with the IRS after $600 worth of transactions with the business owners. These tax forms are the business owner's, homeowners', and housekeeper's responsibility to file and report to the IRS. These tax terms may change depending on the IRS's policy.

VI. Pets

It is customary to put all pets away to get thorough cleaning and to ensure the safety of the housekeeper. Site members can deny services for reasons involving pets and animals. Animals should be crated, fenced, or held in a shut room that will not disturb the service being performed. Burkes Power Cleaning is not responsible for any kind of injury or harm associated with the site member (homeowner, business owner, or housekeeper). Domestic reports concerning pet animals will be between the site members (homeowner, business owner, and housekeeper). Site members can deny servicing a home for any reason, in which case it is best to schedule a walkthrough before servicing a home and accepting payment. Use proper precautions and contact your local police station for incident filing.

VII. Housing Conditions

Site members can reject members based on the business owner or homeowner's property conditions. Excessive clutter/hoarding conditions, excessive property structural damage, no or lack of water, heat, cooling (AC), and electricity will result in service denial. All homes or business properties must have water, heat, cooling (AC), and electricity to be serviced. Site members can deny servicing a home for any reason, in which case it is best to schedule a walkthrough before servicing a home and accepting payment.

VIII. Rodent/Insect Infestation

Site members can reject services based on rodent and insect infestations. Rodent and insect infestations must be handled by an exterminator before scheduling or rescheduling any services. Site members can deny servicing a home/property or business for any reason, in which case it is best to schedule a walkthrough before servicing a home and accepting payment. Burkes Power Cleaning is not responsible for any injury or harm of any kind caused by rodent and insect infestations.

IX. Mold/Mildew Infestation

Site members can reject services based on mold and mildew infestations. Mold and mildew infestations must be handled by a specialist before scheduling or rescheduling any services. Site members can deny servicing a home or business for any reason, in which case it is best to schedule a walkthrough before servicing a home and accepting payment. Burkes Power Cleaning is not responsible for any kind of injury or harm caused by mold and mildew infestations.

X. Insurance/Bonds

Burkes Power Cleaning does not individually provide homeowners, businesses, and housekeepers (independent contractors) any insurance of any type or bonding insurance. If a site member requires insurance or bonding insurance before services, it is best for homeowners, business owners, and housekeepers to seek professional advice and services through the company of their choice. Burkes Power Cleaning does not accept or process any insurance claims. Homeowners, business owners, and housekeepers are responsible for providing their own insurance if deemed necessary. All homeowners, business owners, and housekeepers can deny services if insurance is permitted but not obtained. Burkes Power Cleaning is an insured business through cyber and general liability insurance through NEXT Insurance. This insurance protects against website malware, bodily injury and property damage during Burkes Power Cleaning's organization services. Email adminsupport@burkespcleaning.com with **'Insurance Support'** in the email subject line before describing your issue or to request Burkes Power Cleaning's insurance certificate.

XI. Terms and Conditions Disclosure

These terms will be added to your sign-up form when purchasing a pricing plan, available to you on the **'Terms and Conditions'** website page and emailed to you after the approval and payment of your membership. Purchasing a pricing plan, course, order from the shop page, or using any services from this website is agreeing with Burkes Power Cleaning's terms and conditions.

Burkes Power Cleaning LLC
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Service Areas

Find **'Service Areas'** on the terms and conditions website page. Services also apply to those living outside of the cities within a 25-mile radius if inquirers live outside of the approved service areas. To find a housekeeper, business owner, or homeowner in your area, go to the **'My Profile'** main page and select your city in the search directory. If the city is listed in the service areas but not appearing in the search directory, no site members applied in that area. Contact adminsupport@burkespcleaning.com with the subject line as **'Service Area support.'**

Service Areas (States) Not Included:

- Wyoming, WY
- Vermont, VT
- South Dakota, SD
- New York, NY
- New Hampshire, NH
- Massachusetts, MA
- Montana, MT
- Michigan, MI
- Arkansas, AR
- Maine, ME
- Arizona, AZ

Updates

Terms and condition updates will be applied immediately at the effective date. Updated terms and conditions will be emailed to those who purchased a membership plan. We may update this privacy policy and/or terms and conditions periodically. The updated version will be published on the website with a revised effective date. Certain website features uphold the

previous terms until the purchased service date expires. If you do not agree with the updated terms and conditions, it is your responsibility to cancel your membership.

Policy Privacy

Burkes Power Cleaning values your privacy. This privacy policy explains how the company collects, use, store, share, and protects your personal information when you visit www.burkespcleaning.com, creates an account, purchase products or services, or other interactions on the platform. By accessing or using this website, you agree to the privacy policy. We may collect personal information such as:

- Full name
- Email address
- Phone number
- Mailing address
- Billing address
- Date of birth (when required)
- Government issued identification for verification
- Facial verification
- Business name
- Business information
- Profile photo
- Service descriptions, pricing, and service location
- Availability
- Booking information

When creating an account through the website we may collect member account information such as:

- Username
- Password
- Saved addresses
- Saved payment methods or digital wallet information

- Favorite or saved items
- Purchase history
- Membership status

Burkes Power Cleaning does not store full payment card numbers on its own servers. When purchasing retail products or services, we may collect:

- Shipping address
- Billing information
- Order history
- Purchase history
- Gift card purchases
- Uniform orders
- Cleaning course purchases

When using our booking platform, we may collect:

- Appointment date
- Appointment time
- Service address
- Requested services
- Customer notes
- Booking history

To help maintain trust and safety on Burkes Power Cleaning ‘s website we may verify member’s identity by:

- ID verification
- Government issued ID verification
- Facial recognition or selfie verification
- Business verification
- Criminal background screening

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Background screening services are provided by backgroundchecks.com. depending on the membership or verification selected, reports may include:

- Complete background reports
- Statewide criminal report (if selected)

Burkes Power Cleaning receives information necessary to administer memberships and verification. Burkes Power Cleaning does not control the privacy terms or practices of backgroundchecks.com or wix.com. Please review their privacy policy before submitting information directly to them. We use your information to:

- Verify identities
- Process memberships
- Process purchases
- Schedule appointments
- Deliver products
- Provide organization services
- Process gift card purchases
- Improve our website
- Respond to customer service requests
- Detect fraud
- Protect members
- Comply with legal obligations
- Send requested emails
- Provide marketing communications when permitted

Members may choose to display information publicly including:

- Name or business name
- Profile photo
- Services offered
- Prices
- Service area

- Reviews
- Booking calendar
- Contact information

Members are responsible for the information they choose to publish. Our website may use cookies and similar technologies to:

- Keep members logged in
- Remember shopping carts
- Saved preferences
- Improve website functionality
- Analyze website traffic
- Measure advertising performance

Our website may use cookies and similar technologies to:

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- Save presences
- Improve website functionality
- Analyze website traffic
- Measure advertising performance

You may manage cookie settings through your browser. If you subscribe to our email list or create an account, we may send:

- Membership updates
- Terms and policy updates
- Order confirmation
- Appointment notifications
- Company announcements
- Cleaning tips
- Promotions
- Product updates

- Educational resources

You may unsubscribe from marketing emails at any time using the unsubscribe link included in those emails. We do not sell your personal information. We may share information with trusted third parties that help us operate our business, including:

- Wix.com
- Backgroundchecks.com
- Didit.me
- Google calendar (google services)
- Payment processors
- Shipping providers
- Backgroundchecks.com
- Email marketing providers
- Analytics providers
- Customer support providers

Information is shared only as necessary to provide requested services, operate our business, or comply with legal requirements. We implement reasonable administrative, technical, and organizational safeguards designed to protect your information. However, no method of internet transmission or electronic storage is completely secure. Burkes Power Cleaning cannot guarantee absolute security. Our services are intended for individuals 18 and up. We do not knowingly collect personal information from children under 18. Subject to applicable law, you may have the right to:

- Access your personal information
- Update your account information
- Correct inaccurate information
- Request deletion of your account
- Manage email preferences
- Request information about certain data practices

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Some information may be retained as required by law or for legitimate business purposes. Our website may contain links to third-party websites or services. We are not responsible for their privacy policies or practices. Please review the privacy policy before providing personal information. We may update this privacy policy and/or terms and conditions periodically. The updated version will be published on the website with a revised effective date. Contact adminsupport@burkespcleaning.com with any questions or issues with your account or submit your email located on the contact page on the www.burkespcleaning.com website. Other PDF disclosures are available to download on the **'Terms and Conditions'** page in the **'Disclosures'** tab.

Cookie Policy

Burkes Power Cleaning uses cookies and similar technologies to improve your experience while using our website. Cookies may be used to:

- Keep you signed into your account
- Remember your preferences

Effective Date: 10/12/2026