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**“HOOT** you're going to call for clean?  
**US** that's **HOOT!**”

### **Excessive Correction Policy**

It is the goal of Red Owl Cleaning Service, LLC to provide the best service possible to its consumers. This includes providing services in our scope of work that were agreed upon by both parties at the beginning of each contract.

There will arise times where we will run into problem areas, that have either  
a) been there before services began or, b) developed over a period of time while services have started.

In the case of either scenarios Red Owl Cleaning Service, LLC will offer our best professional solutions to solve any issues that may arise.

This solution may include professional services provided by an outside source. It is our goal to offer our customer the opportunity to view bids on subcontractors to complete any problem areas that the customer's facility have either a) had in place or, b) developed over time.

In the the event that a customer has complaints about an issue that has either a) been in place or, b) developed over time, and the customer refuses to get the issue properly corrected, Red Owl Cleaning Service, will not be found at fault for the issue(s) at hand.

Furthermore, Red Owl Cleaning Service, LLC will only use proper techniques to correct problem issues. We will not use improper equipment, solutions or man power to correct any issues that have either a) been in place or, b) developed over time.

In any event that the customer refuses to properly correct any problem issues that have been vetted, and all channels exhausted to correct said issues, Red Owl Cleaning Service, LLC will not be held liable for any further actions to correct issues.

Red Owl Cleaning Service, LLC will not be held liable for a customer's refusal to correct problem areas that either a) been in place or b) have developed for budgetary reasons. If a customer refuses to correct an issue for budget reasons, then Red Owl Cleaning Service, LLC will not be held liable for correction of said issue(s).

Red Owl Cleaning Service, LLC will not attempt to correct any problem areas listed above with improper techniques, equipment or materials and will not be held liable for unsatisfactory results due to the customer's refusal to properly address issues.

Adopted: August 11, 2023