



## SERVICE AGREEMENT

Please sign, scan, or take a picture, and email to:

[mconcepcion@globalintervisions.com](mailto:mconcepcion@globalintervisions.com)

(edited October 2021)

This service agreement is between \_\_\_\_\_ (client contracting the services – from here on referred as to “ the Client” and **Global Family & Home Care** - from here on referred as “GFHC” - located at 4050 W. George, Chicago, IL 60641.

This agreement specifies the terms and conditions for both, **Global Family & Home Care** and the Client for the identification and contractual process of residential or commercial services, including, but not limited to janitorial, organizing, disinfection, relocation coordination, or project management.

### I - SERVICES:

**Global Family & Home Care** and the Client enter in agreement for **GFHC** to make responsible and appropriate efforts to identify Care Specialists to perform the services needed by the client.

### II - CONFIDENTIAL INFORMATION

GFHC management understands, and agrees, that all information about the client and care specialists is confidential and is to be used only as it relates to the **Global Family & Home Care** scope of services.

### III – THE CLIENT ROLE

The client understands and agrees that the Care Specialists are directly assigned by Global Family & Home Care. The work schedule and the method, manner, means, and terms of assignments, or any other terms and conditions of contractual agreement, will be determined collaboratively between the Client and the Global Family & Home Care Co management. The work assignments are not to be changed directly between the client and the assigned Care Specialists.

### IV - FEES

- The Service Fee is due immediately upon completion of service, or as soon as the Client receives the invoice.
- Fees are paid weekly by Friday evening if the Care Specialist performs consistent weekly services.
- The Client can pay either via Square (need to provide credit card information in order for me to keep it on file) or via Zelle Quick Pay using the business email – [mconcepcion@globalfamilyandhomecare.com](mailto:mconcepcion@globalfamilyandhomecare.com)

### V - CANCELLATION

If the client cancels the service 24 hours prior to the scheduled day, the Client is responsible to pay a cancelation fee equal to 1 labor hour per team member assigned to that particular job assignment. If the service is cancelled the same day, the Client is responsible to pay 2 labor hours per team member assigned to that particular job assignment.

### V - ADDITIONAL CONDITIONS

The Client will not hire directly a Care Specialist without informing GFHC management.

### VII - DISCLAIMER – WAIVER – HOLD HARMLESS & LIMITATION OF LIABILITY

- A. The Client understand, and agrees, that except as specified in the service agreement, **GFHC** does not provide any other guarantees or warranties to the Client.
- B. The aggregate liability for damages of any kind under this Client Service Agreement shall be limited to the amount of the damaged item, minus depreciation.

## VIII – MISCELLANEOUS

- A. This agreement constitutes the entire agreement between **Global Family & Home Care** and the Client, and supersedes all prior oral and written agreements between **GFHC** and the Client with respect to the subjects covered in this agreement. This agreement shall be governed by and interpreted according to Illinois law.
- B. This agreement shall not be amended or modified except in a mutually agreed upon written communication signed by the Client and an authorized representative of **GFHC**.

**Our signatures confirm the acceptance of this Service Agreement.**

\_\_\_\_\_  
(client Signature)

\_\_\_\_\_  
GFHC Representative

\_\_\_\_\_  
(client please print your name)

\_\_\_\_\_  
GFHC Representative print name

\_\_\_\_\_  
Date signed by the client.

\_\_\_\_\_  
Date Signed by GFHC Representative

## Guarantee

At **Global Family & Home Care** we stand behind our services, therefore we promise to perform all services with the utmost quality based on the contractual service.

Guarantee is only valid if the service to be performed is not altered in any way.

Guarantee is not valid if the service is altered in any way.

**Call us for a complimentary Client Consultation:**



We will contact you by the end of the day. **312-918-6741**

Please complete the required fields in the application in order to facilitate our conversation.

**Licensed, Insured and bonded.**

**Proud member of the International Nanny Association (INA) and the National Association for Professional Organizers (NAPO), adhering to the highest industry standards of professional ethics and service.**