

Lux Maids Club

Service Terms & Client Agreement

Effective Date: July 28, 2026

Our Commitment

Lux Maids Club is committed to delivering elevated residential cleaning and concierge services with professionalism, discretion, consistency, and exceptional attention to detail.

Payment & Billing

All payments are securely processed through Square or another payment processor designated by Lux Maids Club. A valid credit or debit card is required on file before service. We accept major credit and debit cards. Payment links may be sent electronically following service when applicable. Lux Maids Club does not accept Venmo, Cash App, or other peer-to-peer payment applications. Recurring services are billed automatically after each completed scheduled visit. Applicable taxes will be included where required by law.

LUXRESET Requirement

All first-time non-member clients begin with a LUXRESET service. This establishes the home's maintenance baseline. If more than four weeks pass between visits, another LUXRESET may be required before maintenance services resume.

Arrival Window

Appointments operate within an approximately 60-minute arrival window to accommodate traffic, weather, and service variations. Clients will be notified of significant delays.

Property Preparation

Clients should prepare the home by securing valuables, firearms, and pets when appropriate, picking up excessive clutter, and ensuring utilities are operational.

Service Satisfaction

Concerns regarding completed services must be reported within 24 hours. If an area within the agreed scope was unintentionally missed, Lux Maids Club may return to address it at its discretion. Refunds are not provided for services completed as agreed.

Health & Safety

Lux Maids Club reserves the right to refuse, pause, or discontinue services due to unsafe conditions, biohazards, active infestations, harassment, threatening behavior, illegal activity, or other circumstances that jeopardize staff safety.

Photo Documentation

Photos may be taken before or after service solely for quality assurance, documentation of existing conditions, training, or damage claims. Images will never be published without client consent and will not intentionally include personal identifying information.

Damage Claims

Any claim for accidental damage must be reported within 24 hours of service completion. Lux Maids Club must be given a reasonable opportunity to inspect the reported damage before repairs or replacements are arranged.

Membership

Membership is a recurring subscription providing preferred scheduling and exclusive member benefits. Membership fees are billed according to the selected plan regardless of whether all available services are utilized during the billing cycle.

Governing Law

These Service Terms are governed by the laws of the State of Minnesota. Lux Maids Club reserves the right to update these terms at any time.