

# Cleaning Damage And Breakage Policy Template

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*Practical cleaning business template • Customize fields before use*

**Brand customization:** This TidyOps-branded example shows a finished presentation. Replace the logo, colors, company details, and placeholders with your own brand before use.

## CLEANING DAMAGE & BREAKAGE POLICY

[YOUR COMPANY NAME]

[Phone Number]

[Email Address]

[Website]

We take reasonable care when working in our customers' homes and businesses. Accidents can still happen, and this policy explains how damage, breakage, pre-existing conditions, and customer concerns are reported and reviewed.

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## 1. OUR COMMITMENT

Our cleaning team is expected to:

- Treat customer property with care
  - Follow approved cleaning procedures
  - Use appropriate products and equipment
  - Report accidental damage promptly
  - Document relevant property conditions
  - Notify a supervisor when uncertain about an item or surface
  - Never intentionally conceal damage
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## 2. CUSTOMER RESPONSIBILITIES

Before service, customers should identify:

- ☐ Fragile items
- ☐ Valuable items
- ☐ Antiques
- ☐ Artwork
- ☐ Loose fixtures
- ☐ Damaged furniture
- ☐ Specialty flooring
- ☐ Natural stone
- ☐ Unsealed surfaces



- ☐ Delicate finishes
- ☐ Specialty appliances
- ☐ Items requiring special cleaning instructions
- ☐ Areas that should not be cleaned
- ☐ Other:

### **Special Instructions**

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## **3. FRAGILE & VALUABLE ITEMS**

Customers are encouraged to secure items that are:

- Highly valuable
- Irreplaceable
- Sentimental
- Unusually fragile
- Unstable
- Difficult to clean safely

If an item requires specialized handling, please tell us before service.

Items Cleaning Team Should Not Touch:

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## **4. UNSTABLE OR IMPROPERLY SECURED ITEMS**

Our cleaning team may avoid cleaning or moving items that appear unstable, damaged, improperly installed, or unsafe to handle.

Examples may include:

- Loose shelves
- Unsecured mirrors
- Unstable decorations
- Loose towel bars
- Damaged blinds
- Loose fixtures
- Unstable furniture
- Improperly mounted artwork

The team should report the condition when appropriate rather than risk causing additional damage.

## 5. PRE-EXISTING DAMAGE

Customers should notify us of known damage before service.

Our team may also document visible pre-existing conditions when appropriate.

Examples include:

- ☐ Scratches
  - ☐ Chips
  - ☐ Cracks
  - ☐ Loose fixtures
  - ☐ Stains
  - ☐ Discoloration
  - ☐ Worn finishes
  - ☐ Damaged flooring
  - ☐ Broken blinds
  - ☐ Damaged furniture
  - ☐ Other:
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## 6. CLEANING MAY REVEAL EXISTING CONDITIONS

Cleaning can sometimes reveal damage or deterioration that was previously hidden by dirt, dust, residue, furniture, rugs, or other materials.

Examples may include:

- Scratched surfaces
- Worn finishes
- Permanent stains
- Discoloration
- Corrosion
- Loose grout
- Damaged caulk
- Cracked surfaces
- Deteriorated coatings

The appearance of a condition after cleaning does not necessarily mean the cleaning caused it.

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## 7. SPECIALTY SURFACES

Customers should identify surfaces requiring special care.

Examples include:

- ☐ Marble



- ☐ Granite
- ☐ Natural Stone
- ☐ Unsealed Stone
- ☐ Hardwood
- ☐ Specialty Wood Finish
- ☐ Stainless Steel
- ☐ Specialty Glass
- ☐ Antique Finish
- ☐ Custom Cabinetry
- ☐ Other:

If our team cannot confidently determine an appropriate cleaning method, we may leave the surface untreated and request additional instructions.

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## 8. CUSTOMER-SUPPLIED PRODUCTS

If a customer requests that we use a customer-supplied product, our team may decline to use it if:

- The container is not properly labeled
- Instructions are unavailable
- The product appears unsafe
- The product is incompatible with the surface
- The product requires training or equipment we do not have
- Use would violate company safety procedures

Use of customer-supplied products does not automatically determine responsibility for any resulting damage.

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## 9. MOVING FURNITURE & OBJECTS

Our team will follow the company's policy regarding moving furniture and other objects.

Company Moving Policy:

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Heavy, unstable, delicate, or unsafe items may be cleaned around rather than moved.

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## 10. IF DAMAGE OCCURS

If a cleaner believes they have damaged an item or surface, they should:

1. Stop work if continuing could cause additional damage.
2. Protect the area when reasonably possible.
3. Notify a supervisor.
4. Document the condition.

5. Take appropriate photographs if permitted.
6. Provide accurate information about what occurred.
7. Follow company incident-reporting procedures.

Cleaners should not make unauthorized repairs or promises regarding compensation.

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## 11. CUSTOMER NOTIFICATION

When material damage is discovered or believed to have occurred during service, the Cleaning Company will make reasonable efforts to notify the customer promptly.

Preferred Notification Method:

- ☐ Phone
  - ☐ Text
  - ☐ Email
  - ☐ Customer Portal
  - ☐ Other:
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## 12. REPORTING A DAMAGE CONCERN

If you believe an item or surface was damaged during cleaning, please contact us as soon as reasonably possible.

Damage Report Contact:

Phone: [Phone Number]

Email: [Email Address]

Please provide:

- Customer name
  - Service address
  - Service date
  - Description of the concern
  - Location of the item
  - Photographs if available
  - Any relevant information about the item or surface
- 

## 13. CUSTOMER REPORTING PERIOD

Customers are requested to report suspected cleaning-related damage within:  
hours / days  
after service.

A reporting period helps us investigate while information is still available.

Any reporting deadline used by your business should be reviewed to ensure it does not improperly restrict rights provided by applicable law.

## 14. DAMAGE REVIEW

After receiving a report, we may review:

- ☐ Service records
- ☐ Cleaner statements
- ☐ Supervisor notes
- ☐ Before / after photographs
- ☐ Inspection records
- ☐ Customer information
- ☐ Product information
- ☐ Surface condition
- ☐ Repair information
- ☐ Other relevant documentation

We may request reasonable access to inspect the item or area.

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## 15. PHOTOGRAPHS

Photos may be used to document:

- Pre-existing damage
- Accidental damage
- Surface conditions
- Service issues
- Corrective action
- Repairs or resolution

Photos should be handled according to company privacy procedures and should not be used publicly for marketing without appropriate permission.

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## 16. RESOLUTION PROCESS

After reviewing a reported incident, possible responses may include:

- ☐ No Action Required
- ☐ Additional Inspection
- ☐ Professional Repair Evaluation
- ☐ Repair
- ☐ Replacement
- ☐ Insurance Claim
- ☐ Refund / Service Credit
- ☐ Other Agreed Resolution

The appropriate response will depend on the facts, applicable agreements, insurance coverage, and legal obligations.

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## 17. REPAIR ESTIMATES

When repair may be appropriate, the Cleaning Company may request:

- ☐ One Repair Estimate
- ☐ Multiple Repair Estimates
- ☐ Inspection by a Qualified Professional
- ☐ Documentation of Item Value
- ☐ Other:

Customers should not incur substantial repair or replacement costs on behalf of the Cleaning Company without first discussing the proposed resolution unless immediate action is reasonably necessary to prevent further damage or address a safety issue.

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## 18. REPLACEMENT REQUESTS

If an item cannot reasonably be repaired, replacement may be considered based on the circumstances.

Factors may include:

- Age
- Condition before the incident
- Availability
- Repair feasibility
- Replacement cost
- Applicable insurance coverage
- Applicable law

Do not insert automatic depreciation formulas or liability caps without appropriate legal and insurance review.

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## 19. INSURANCE CLAIMS

Some incidents may be referred to the Cleaning Company's insurance provider.

If a claim is submitted, the insurer may request additional information or determine claim handling according to the applicable policy.

Insurance Contact / Procedure:

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## 20. PRE-EXISTING OR UNRELATED DAMAGE

The Cleaning Company may not be responsible for damage caused by conditions unrelated to the cleaning service, such as:

- Normal wear
- Age or deterioration
- Defective materials
- Improper installation
- Loose or unstable fixtures
- Manufacturer defects
- Prior damage
- Structural movement
- Previous improper cleaning
- Other unrelated causes

Responsibility should be determined based on the actual circumstances.

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## 21. HIGH-RISK ITEMS

The Cleaning Company may establish special procedures for certain high-risk items.

Examples include:

- ☐ Antiques
- ☐ Fine Art
- ☐ Collectibles
- ☐ Musical Instruments
- ☐ Electronics
- ☐ Unsecured Glass
- ☐ Crystal
- ☐ Heirlooms
- ☐ Other:

Company Policy:

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## 22. ITEMS OUTSIDE THE AGREED SCOPE

Cleaning staff should not clean, move, disassemble, repair, or otherwise handle items outside the agreed service scope without authorization.

Customer requests made during a job should be evaluated before the team performs work that creates additional risk.

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## 23. EMPLOYEE REPORTING

Cleaning personnel should report incidents promptly even when:

- Damage appears minor
- The customer is not present
- The cleaner is unsure whether damage occurred
- The item may have already been damaged
- No customer complaint has been made

Prompt reporting allows the company to document and address concerns consistently.

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## 24. INCIDENT RECORD

Customer:

Property:

Service Date:

Incident Date / Time:

Cleaner / Team:

Supervisor:

Item / Surface:

Location:

### Description

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#### Pre-Existing Condition Known?

- ☐ No
- ☐ Yes
- ☐ Unknown

#### Photos

- ☐ Before Photo Available
- ☐ Incident Photo Taken
- ☐ Follow-Up Photo Taken
- ☐ No Photos Available

#### Customer Notified

- ☐ Yes
- ☐ No

Notification Date / Time:



### Resolution Status

- ☐ Under Review
- ☐ Repair Pending
- ☐ Insurance Review
- ☐ Resolved
- ☐ Closed — No Company Responsibility Established
- ☐ Other:

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## 25. FINAL RESOLUTION RECORD

Resolution:

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Resolution Date:

Amount, if applicable: \$

Repair / Vendor Reference:

Insurance Claim Reference, if applicable:

Approved By:

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## CUSTOMER ACKNOWLEDGMENT

Where your business uses a signed policy acknowledgment:

I acknowledge that I have received the Cleaning Company's Damage & Breakage Policy and understand the procedures for identifying fragile items and reporting property concerns.

Customer Name:

Signature:

Date:

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## IMPORTANT LEGAL & INSURANCE NOTICE

This template is provided as a general business resource and is not legal or insurance advice.

Responsibility for damaged property depends on the facts, applicable law, contractual terms, negligence standards, insurance coverage, and other circumstances.

Do not use this template to create automatic liability exclusions, liability caps, depreciation formulas, claim deadlines, waivers, or releases without appropriate legal review.

Your commercial general liability, bonding, property-in-care/custody/control coverage, exclusions, deductibles, and claims procedures should also be reviewed with a qualified insurance professional.



Nothing in this template is intended to waive customer rights or business responsibilities that cannot legally be waived.

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