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Dear Neat Freaks Customers:

As of November 1<sup>st</sup>, 2011 late payments will incur a fee. The date on the invoice will be used to determine the number of days past due. If you receive several cleanings per month, you will still receive your bill at the end of the month. Your days will not accrue until the invoice is sent for all the cleanings that were performed in a given month.

30 days past due- 25.00 late fee

60 days past due- 25.00 late fee

90 days past due- 25.00 late fee and sent to collections.

Thanks to all who continue to pay in a timely manner. We appreciate it very much. If you ever have a problem making a payment, please communicate with us as soon as possible. Thank you!

Sincerely,  
Jill Raimonde  
Neat Freaks Cleaning Owner

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I \_\_\_\_\_ understand the terms above  
and agree to pay the charges if I default on my payment.

X \_\_\_\_\_ Date \_\_\_\_\_