

# Terms and Conditions

**\*\*Effective Date:\*\*** 12/10/24

Welcome to AT Home in Zville ("Company," "we," "our," or "us"). These Terms and Conditions ("Terms") govern your use of our website and services, including home organization and home staging services (collectively, the "Services"). By using our Services, you agree to these Terms. If you do not agree, you must not use our Services.

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## 1. Services Overview

Our Services include:

- Home organization services (decluttering, arranging, and optimizing spaces).
- Home staging services to prepare properties for sale.
- We do not offer construction, repair, or maintenance services.
- Service availability is subject to scheduling and resource availability.

## 2. Client Responsibilities

- You must provide accurate information about your space, goals, and preferences.
- You are responsible for obtaining any necessary permissions (e.g., landlord or HOA approval) before we begin work.
- You must ensure access to the property during scheduled appointments.
- Valuable or fragile items should be disclosed and handled with care; we are not liable for undisclosed items that are damaged.

## 3. Fees and Payments

All fees will be agreed upon before the start of Services.

For hourly fee services, a consultation will be conducted at no charge prior to start for an estimate on amount of time project will take. Note, factors including changes to services, undisclosed issues, etc may affect time needed to complete project.

Payments are due as follows:

- Payment in full is due upon completion of the Services.
- Accepted payment methods include cash, check, Venmo and Zelle.
- Late payments may incur additional fees.

## 4. Cancellation and Rescheduling Policy

Cancellations or rescheduling requests must be made at least 24 hours in advance.

We reserve the right to reschedule or cancel Services due to unforeseen circumstances. In such cases, you will receive a full refund of any deposits paid.

## 5. Limitations of Liability

We strive to deliver high-quality Services but are not responsible for:

Pre-existing conditions of the property or items.  
Damage caused by undisclosed fragile or valuable items.  
Outcomes that differ from expectations if you provide inaccurate or incomplete information.  
Our liability is limited to the amount you paid for the Services.

## 6. Privacy

We may take before-and-after photos of spaces for our portfolio or marketing purposes.  
Identifiable personal items will be excluded unless you provide consent.

## 7. Intellectual Property

- Any tools, processes, or materials we use or provide as part of our Services remain our intellectual property.
- You may not reproduce, distribute, or resell these materials without our written permission.

## 8. Termination

We reserve the right to terminate Services if you violate these Terms or engage in conduct that makes it impractical to complete the Services.

Refunds for terminated Services will be at our discretion.

## 9. Dispute Resolution

Any disputes arising from these Terms will be resolved through negotiation. If unresolved, disputes will be submitted to mediation or binding arbitration in [Insert Location].

You waive the right to a trial by jury or to participate in a class action.

## 10. Governing Law

These Terms are governed by the laws of Indiana.

## 11. Changes to These Terms

We may update these Terms from time to time. The latest version will be posted on our website with the effective date.

## 12. Contact Us

If you have questions or concerns about these Terms, contact us at:

**\*\*AT Home in Zville\*\***  
angie@athomeinzville.com