



# Org4life Client Agreement

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## The Org4life Guarantee

I want you to be delighted with my services! At the same time, the success of your organizing project is largely up to you. My job is to analyze your situation, teach you new skills, and help you make the changes you desire. If we have created a new system for you, your job is to maintain it long enough for it to become routine.

It is normal for systems (old and new) to need periodic evaluation and adjusting. If you have faithfully used your new system for one month, and we have already tweaked it according to your needs, and you are still unhappy, I will refund your money. If we have already worked multiple sessions together, your refund will be limited to the cost of your most recent session, plus the prorated balance of your package, if any.

It's that simple.

## Here's what you can expect from me:

1. I will be on time, and if I'm not your first 30 minutes is free!
2. I do not need to be fed or entertained. I am there to give you my undivided attention, and to apply my knowledge of organizing principles and products to your specific situation.
3. I will work with you, not for you. While we work together you will learn new organizing skills, or reinforce existing ones.
4. Hands-On Organizing Sessions are 3 hrs. minimum.
5. Travel time is complimentary, up to 30 miles each way.
6. I will not throw anything out without your permission. Together we will identify what you use, love, and want to keep. Then we'll store it in an organized manner and decide what to do with your unwanted items (e.g. toss, donate, sell).
7. Here are some factors that affect how long a job will take: How much work you are willing and able to complete on your own time; the size and accessibility of the space to be organized; the level of organization desired; the number of interruptions allowed (e.g. telephone, children), etc.
8. I will keep your personal information confidential. I follow the NAPO Code of Ethics, which can be found on [www.napo.net](http://www.napo.net).
9. I may ask to take photos of your space. Why? Three reasons: 1) Photos remind me of areas I need to address in your customized Action Plan; 2) Before and after photos demonstrate progress and serve as motivation for both of us; 3) *With your permission*, I may want to use the photos in my marketing materials.
10. I am fully insured for accidents. I help you make decisions, but the final decision is always yours. Thus you are responsible for any loss or damage resulting from the discarding or destroying of any records or personal effects. When in doubt, please consult your attorney, financial advisor, or CPA.

Next: What I expect from you...

Here's what I expect from you:

1. Perfection.....just kidding!!!
2. Please don't clean up for me before our initial consultation! I need to see you living in your "natural habitat" in order to help you most effectively.
3. My Ideal Clients all share these characteristics: They are ready to make changes and try new things; they recognize that the value of getting organized far outweighs the cost; they have the ability to laugh at, and be patient with, themselves; they understand that getting organized is a process, not an event; they refer me to friends, family, and colleagues.
4. A hands-on organizing session will be easier if you are rested and have had something to eat. The work we do may, or may not, be very physically demanding, but you will be making a lot of decisions. We will take breaks as needed.
5. Anyone else whose space is being affected (e.g. family member) should be present for the initial consultation.
6. Please notify me by telephone 24 hrs. in advance if you need to reschedule your appointment. (If it is several days in advance, an email is OK.) There is no penalty if 24 hours notice is given, or if it is a true emergency. If you are late to our appointment, the session will not be extended to make up the time. I will not remind you of your upcoming session except under special circumstances.
7. I am usually paid at the end of each session (except pre-paid packages). For your convenience, I accept cash, checks, PayPal, and all major credit cards. Package deals do not expire but are good for 1 year at the stated hourly rate. After 1 year, if my rates have increased during that time, your package will be adjusted accordingly.
8. You will be responsible for all expenses associated with the project, such as supplies. Don't go shopping before I come, though. Many clients find that they already had everything they need! Time spent shopping (if any) will be billed at an hourly rate.
9. You should be aware that sometimes a cluttered space gets worse before it gets better! Rest assured that I will leave you with a functional room between sessions.
10. Last, but not least, if you are delighted with my services, please don't keep me a secret!

*Thank you for choosing to get Organized For Life!*

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Client's Signature

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Organizer's Signature

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Date

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Date