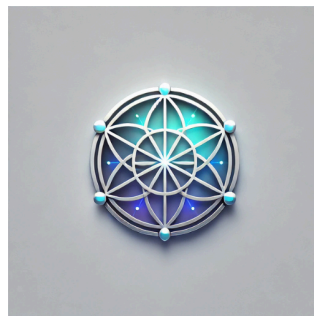
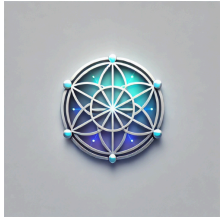


Welcome to Radiant Concepts & Solutions

Maximizing Spaces, Refining Processes, Enhancing Flow





Welcome to Radiant Concepts & Solutions

Dear [Client's Name],

Thank you for inviting **Radiant Concepts & Solutions** into your space. I'm truly honored that you've chosen me to help you create an environment that feels clear, calm, and inspired.

I believe our surroundings have a powerful effect on our mental clarity, emotional well-being, and sense of purpose. That's why I approach every project with care, intention, and attention to detail. It's not just about cleaning or painting — it's about creating harmony in the places where you live, work, and spend your valuable time.

From cleaning services that bring a fresh start to your home, to painting projects that brighten and renew your space, and even consulting solutions that help businesses refine their processes — my goal is always the same: to help you feel at ease, supported, and aligned with your environment.

I pride myself on being authentic and honest in all that I do. I'm committed to offering solutions that are tailored to **your unique needs**, ensuring you feel heard and valued every step of the way. Whether it's an organized space that eases your mind, a fresh coat of paint that renews your home's energy, or strategic consulting that simplifies your workflow — I'm here to make your life a little easier, one project at a time.

I believe that by transforming the spaces around us, we create positive ripples that influence our overall well-being. Thank you for trusting me to be part of that journey with you.

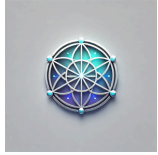
If you have any questions, requests, or special considerations, please know I'm always happy to connect. I look forward to working together to bring clarity, calm, and purpose to your space.

Warmly,

Christan Cote

Founder, Radiant Concepts & Solutions

(396)-853-1430 - radiantconceptsandsolutions@gmail.com



About Radiant Concepts & Solutions

At Radiant Concepts & Solutions, we believe that spaces should feel clear, purposeful, and radiant. Whether it's your home, business, or creative project, our goal is to help you refine processes, enhance flow, and unlock your space's full potential.

Our Story

Radiant Concepts & Solutions was born from a deep passion for helping people feel at ease in their environments. After years of working in various roles — cleaning, painting, and consulting — I noticed a common theme: many spaces felt cluttered, chaotic, or overlooked. I knew I could do more than just “tidy up” — I could create clarity, comfort, and a sense of calm.

I founded this business with a vision of blending practical services with intentionality — transforming homes, businesses, and creative spaces into places that support well-being, productivity, and peace of mind.

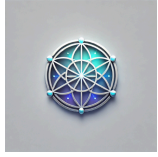
Our Values

- ✨ Authenticity — I believe in real conversations, genuine connections, and honesty in everything I do.
- ✨ Purpose — Every action I take is intentional, ensuring your space is designed to serve you better.
- ✨ Clarity — Whether through cleaning, painting, or consulting, my goal is to remove chaos and confusion to create flow.
- ✨ Empowerment — By refining your space or processes, I want to leave you feeling lighter, more focused, and at home in your surroundings.

Why Choose Radiant Concepts & Solutions?

I bring a personalized touch to every project, working closely with you to understand your unique needs. Whether you're preparing a home for new memories, organizing your Airbnb for seamless guest experiences, or refining your business processes for better flow — I tailor every solution to match your vision.

I take pride in being more than just a service provider — I'm a partner in helping you create the space you deserve.



Service Overview for Radiant Concepts & Solutions

At **Radiant Concepts & Solutions**, we offer a range of tailored services designed to bring clarity, flow, and purpose to your spaces and projects. Whether you're seeking a refreshed home, improved business processes, or inspired design, our customized solutions are built to meet your unique needs.

Cleaning Services

- ✦ Residential & Commercial Cleaning
- ✦ Airbnb & Rental Turnover Cleaning
- ✦ Deep Cleans for Refreshing Your Space
- ✦ Move-Out/Move-In Cleaning for Stress-Free Transitions
- ✦ Post-Construction Cleaning to Reveal Your New Space's Potential

Our cleaning services go beyond surface-level. We focus on maximizing flow, refining processes, and ensuring your space feels clear, calm, and radiant.

Painting Services

- ✦ Interior & Exterior Painting
- ✦ Small Jobs & Touch-Ups
- ✦ Waterproofing with Silicone/Caulk Application
- ✦ Pressure-Washing for Enhanced Curb Appeal
- ✦ Light Landscaping Services to Improve Outdoor Flow

From vibrant feature walls to fresh exterior touch-ups, our painting services are designed to elevate your space's energy and aesthetic.

Consulting Services

- ✦ SEO Strategies for Online Visibility
- ✦ Project Management for Seamless Operations
- ✦ Tailored Solutions to Improve Flow & Efficiency

Our consulting services are designed to help business owners and individuals refine their systems, enhance productivity, and achieve their goals with greater ease.

Graphic Design Services

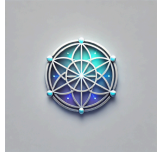
- ✦ Logo Design to Capture Your Brand's Essence
- ✦ Branding & Visual Identity Development
- ✦ Creative Marketing Materials for Social Media, Print, or Digital Use

With a strong focus on visual storytelling, our graphic design services bring your ideas to life while reflecting your unique message and purpose.

Tailored Solutions, Every Time

We don't believe in one-size-fits-all services. Every project is approached with care, attention, and a customized plan designed to fit your needs. Whether you're preparing your home for guests, refreshing your business space, or elevating your brand's visual identity — we're here to help you create lasting results.

If you're unsure which service best fits your needs, we're happy to chat and explore the best path forward.



What to Expect During Service

At **Radiant Concepts & Solutions**, I strive to create a smooth, positive experience from start to finish. Here's what you can expect when booking a service with me:

Arrival Time Window

- I will provide a **30-minute arrival window** to account for traffic, parking, and other potential delays. I'll always do my best to arrive promptly within this window and will notify you if I anticipate being outside of it.
-

Preparing Your Space

- To help me deliver the most efficient and effective service possible, I kindly ask that: **Surfaces are clear of clutter** before I arrive to ensure I can focus fully on deep cleaning, painting, or organizing.
 - Personal items, valuables, or fragile décor are moved out of the way if possible.
-

Special Requests

I'm happy to accommodate **special requests** whenever possible! Whether you have a preferred cleaning product, areas that need extra attention, or a specific vision for your space — please let me know in advance so I can tailor my approach to meet your needs.

Post-Service Walkthrough

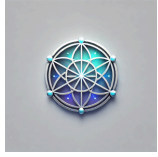
- After the service is complete, I'm happy to do a **walkthrough** with you to ensure everything meets your expectations. Your satisfaction is my top priority!
-

Important Notes

- For **Painting Services**, color approval will be required before work begins. Any changes made after painting has started may result in additional fees.
 - For **Cleaning Services**, please ensure pets are secured for both their comfort and my ability to focus fully on your space.
-

Communication is Key

If you have any questions or concerns before, during, or after your service, I'm always available to connect and ensure you're completely satisfied with the results.



Payment Information

At **Radiant Concepts & Solutions**, I aim to make the payment process simple, clear, and stress-free. Below are the details for payment expectations, methods, and policies.

Payment Expectations

Cleaning Services:

- Payment is due by **7 PM** on the same day the service is completed.
 - For afternoon services, payment is due by **12 PM** the following day.
 - **Painting & Consulting Services:** A **50% deposit** is required before the project begins. The remaining balance is due within **24 hours** of project completion.
 - For larger, multi-day projects, milestone payments may be required — I'll discuss this with you beforehand.
-

Accepted Payment Methods

To make things easy, I accept the following payment options:

- **Stripe (Online Card Payments)** – A secure, fast way to pay directly through my website.
- **Venmo / Cash App / Zelle** – Quick and convenient for instant transfers.
- **Cash Payments** – Accepted with advance notice.

I'll provide a detailed invoice for every service to ensure full transparency.

Late Payment Policy

- To encourage timely payments, I have the following late fee structure:
For **Cleaning Services**, a **\$10 late fee** will apply if payment isn't received by **7 PM** (or **12 PM** the next day for afternoon services).
- For **Painting & Consulting Services**, a **5% late fee** will apply after **3 days**. An additional **\$10 per day** may apply for continued delays.

If you anticipate any issues with payment timing, please reach out so we can discuss solutions.

How to Pay

1. After your service is complete, I'll send you a detailed invoice.
 2. Simply click the **'Pay Now'** button on the invoice to submit payment securely.
 3. If you prefer another method, let me know, and I'll provide instructions.
-

Questions?

If you have any questions about your invoice, payment options, or anything else, I'm always happy to help.

Client Agreement & Signature



By signing below, you acknowledge that you have read, understood, and agreed to the terms outlined by **Radiant Concepts & Solutions**.

This includes policies regarding:

- **Payment Terms**
- **Late Fee Policy**
- **Cancellation & Rescheduling Policy**
- **Service Expectations & Client Responsibilities**
- **Liability Waiver**

If you have any questions or concerns, please feel free to reach out before signing.

Client Name (Printed): _____

Client Signature: _____

Date: _____

Radiant Concepts & Solutions Representative Name:

Signature: _____

Date: _____

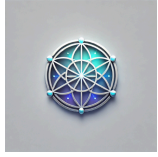
Next Steps:

1. Please sign and return this form prior to your scheduled service.

2. If you have special requests, questions, or concerns, let me know, and I'll be happy to accommodate where possible.

Thank you for choosing *Radiant Concepts & Solutions* — I look forward to working with you!





Contact Information

If you have questions, special requests, or would like to book a service, I'm always happy to connect!

- **Phone:** (386)-853-1430
- **Email:** radiantconceptsandsolutions@gmail.com
- **Website:** [Home | Radiant Concepts & Solutions | Cleaning, Painting, Consulting](#)

Social Media:

- **Facebook:** [Radiant Concepts & Solutions](#)
- **Instagram:** [radiant_concepts_n_solutions](#)

For faster communication, I recommend texting or messaging via social media for quick updates or urgent matters.

Hours of Operation

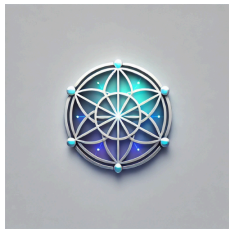
- **Monday – Sunday:** 9 am- 6pm

Let's Connect!

Scan the QR code below to visit my website, explore services, or book your next appointment.



I look forward to working with you and helping you create clear, calm, and radiant spaces! 😊



Privacy Policy

Effective Date: 03/11/2025

At **Radiant Concepts & Solutions**, your privacy is important to me. This Privacy Policy outlines how I collect, use, and protect your information.

Information I Collect

I may collect the following information to provide services and improve your experience:

- **Name**
 - **Contact Information** (e.g., phone number, email address)
 - **Service Address**
 - **Payment Details** (processed securely via Stripe or other trusted platforms)
 - **Special Requests or Preferences** related to your services
-

How I Use Your Information

I use the information you provide to:

- Schedule and manage appointments
- Send invoices and process payments
- Respond to questions, concerns, or special requests
- Improve my services and tailor solutions to better meet your needs

I do **not** sell, rent, or share your personal information with third parties for marketing purposes.

Data Protection

I take the security of your personal information seriously. Reasonable precautions are taken to protect your data, including:

- Using secure platforms like **Stripe** for payment processing
 - Keeping sensitive information confidential and secure
 - Only retaining information for as long as necessary for business purposes or as required by law
-

Third-Party Services

I may use trusted third-party platforms (such as **Stripe**, **Wix**, and **Meta Business Suite**) to process payments, manage bookings, or communicate with clients. Each of these platforms has its own privacy policy, and I encourage you to review them for additional details.

Contact Me

If you have questions or concerns about this Privacy Policy or how your information is handled, please contact me at:

- **(386)-853-1430**
 - **radiantconceptsandsolutions@gmail.com**
-

Policy Updates

This Privacy Policy may be updated as my business grows or if new tools and services are introduced. Any changes will be reflected on my website, and I encourage you to review this policy periodically.

By engaging with my services, you acknowledge that you have read and agreed to the terms outlined in this Privacy Policy.

Thank you for trusting ***Radiant Concepts & Solutions*** — I look forward to working with you!





Refund & Dispute Policy

At **Radiant Concepts & Solutions**, I take pride in delivering high-quality services and ensuring client satisfaction. While I strive to meet or exceed your expectations, I understand that concerns may arise. Below are my refund and dispute guidelines to ensure fairness for both parties.

Refund Policy

Cleaning Services: Due to the nature of cleaning services, refunds are generally **not offered**. However, if you are unsatisfied with the results, please notify me within **24 hours**, and I will gladly return to address any reasonable concerns at no additional charge.

Painting Services: Refunds are **not offered** once work has begun. If you are unsatisfied with the final result, I will work with you to resolve any concerns.

- **Color Approval:** Final color approval will be required before work begins. Changes made after approval may result in additional fees.

Consulting Services: Refunds for consulting services are handled on a **case-by-case basis**. If you are unhappy with the support provided, I am committed to making adjustments where possible to align with your goals.

Graphic Design Services: Due to the creative nature of design work, refunds are **not offered** once design concepts have been presented. I provide ample opportunities for revisions to ensure you are satisfied with the final result.

Dispute Resolution

If you are unhappy with any service:

1. **Contact me directly** within **24 hours** of the completed service.
2. I will work with you to understand your concerns and identify a fair solution.
3. Where applicable, I may return to address missed areas, provide additional support, or make reasonable adjustments.

Clear communication is key! I encourage you to express any concerns as soon as possible so we can resolve the matter quickly and fairly.

Important Notes

- Refunds will **not** be provided for issues outside of my control, such as pre-existing damage, client-prepared paint colors, or areas that were inaccessible during the scheduled service.
 - Disputes related to **late payments** must be addressed prior to additional services being scheduled.
-

My Commitment to You

I stand behind my work and take great pride in creating positive experiences for my clients. If something doesn't feel right, please know that I am dedicated to finding a solution that ensures your satisfaction.

If you have any questions about this policy or would like additional clarity, please reach out — I'm always happy to help! 😊



Cancellation/Rescheduling Policy

Cancellation Policy

- **Cleaning Services:** Cancellations made within **24 hours** of the scheduled appointment may result in a **50% cancellation fee**.
- **Painting & Consulting Services:** Cancellations made within **48 hours** of the scheduled start date may result in forfeiture of the **50% deposit**.

If you need to cancel, please notify me as soon as possible so I can adjust my schedule accordingly.*

Rescheduling Policy

- If you need to reschedule, please provide at least **24 hours' notice** for cleaning services or **48 hours' notice** for painting/consulting services.
 - I'll do my best to accommodate your preferred rescheduled date, but availability may vary.
-

Important Notes

- Frequent cancellations or last-minute changes may require prepayment for future appointments.
 - In the rare case that **I** need to reschedule, I will provide as much notice as possible and prioritize finding a new time that works for you.
-

Thank You for Your Understanding

I value your time and appreciate your understanding as I work to provide quality, reliable service. If you have any questions or concerns, please reach out directly – I'm always happy to help. 😊