

Terms and Conditions for Home Services

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This document sets forth the Terms and Conditions ("Terms") for the services provided by Precision Exterior Cleaning and the client using the services ("Customer").

1. Liability Waiver

1.1. Precision Exterior Cleaning is not responsible for any water ingress or damage resulting from improperly sealed windows. The Customer acknowledges that the integrity of window seals is beyond the control of Precision Exterior Cleaning and assumes all responsibility for any related issues.

1.2. The Customer accepts the associated risks and releases Precision Exterior Cleaning from any liability for damages caused by scratching or other incidental damage while using razor blades or fine-grade steel wool to clean debris off of any windows or frames.

1.3. Precision Exterior Cleaning shall not be liable for any breakage or damage to the Customer's property, including but not limited to windows, frames, or any other fixtures and fittings, occurring during the provision of window washing or other provided services. The Customer agrees to release Precision Exterior Cleaning from any and all claims arising from such incidents.

2. Customer Obligations

2.1. The Customer shall ensure that all windows and access points are in a condition suitable for window washing services.

2.2. The Customer is responsible for notifying Precision Exterior Cleaning of any pre-existing conditions that could affect the service process for any services offered, including but not limited to damaged or weak window seals, and any sensitive or fragile property near the work area that may be damaged during the provision of services.

3. Insurance and Indemnification

3.1. Precision Exterior Cleaning carries insurance coverage appropriate for the services provided. However, the Customer agrees to indemnify and hold harmless Precision Exterior Cleaning from any and all claims, damages, losses, and expenses arising out of or resulting from the services provided.

3.2. The limitation of liability set forth in this Agreement does not exclude or limit liability for negligence. Precision Exterior Cleaning shall remain liable for any claims, damages, losses, and expenses arising out of or resulting from its own negligence or willful misconduct.

4. Scope of Services

4.1. Window Cleaning: Exterior home window cleaning for all of the windows, sills, and frames. Includes a quick clean of the window track where applicable, and light dusting of the screens, but does not include sliding glass door screens. The service does not include paint removal on

windows nor does it include removing caulk, plaster, wood stains, or other post construction/renovation debris. Hard water spots will not come off with cleaning. We do not offer hard water spot removal.

4.2. Gutter Cleaning: Thorough cleaning of all home gutters, inspecting for any damages, and ensuring proper flow by flushing the gutters. Minor gutter repairs are included, such as re-sealing small portions of gutter connections. The homeowner must provide the equipment or sealing material to make the repair. The service does not always include a thorough flushing of the gutters, especially where flushing the gutters would create unsafe roof conditions such as slippery tiles. The service does not include repairing siding or roof tiles, nor tightening or replacing gutter screws. If the gutters are not at an acceptable slope such that stagnant water is present despite the clearance of debris, this is beyond the scope of the gutter cleaning and the stagnant water may not be completely removed if it is unfeasible to do so.

4.3. House Wash: Pressure or Soft washing the entire house, removing entrenched dirt and stains on the house siding. Pressure washing involves purely pressure-based dirt and debris removal, whereas Soft washing includes cleaning agents to aid in the removal of debris, and allows for lower pressure water application. The service does not guarantee the removal of any stains. The service also does not include the fixing or repair of any marks, cuts, or damage to the exterior siding of the house. For houses two stories or taller, the highest housing panels may not be cleaned as thoroughly as lower panels due to the safety of pressure washing on tall ladders.

4.4. Pressure Washing (Decks/Patios, Driveways, Sidewalks, etc.): Pressure washing the agreed-upon surface using a surface cleaning attachment to the pressure washer wand, removing entrenched dirt and stains on the surface. Cleaning agents may be used to loosen the dirt or organic material from the surface. The service does not guarantee the removal of any stains, particularly oil or rust stains on driveways. If left for a long time, these stains can become essentially impossible to completely remove from the driveway or cleaning surface, despite the application of cleaning agents or rust/oil removers.

5. Notices

5.1. Any notices required or permitted under this agreement shall be in writing and shall be deemed delivered when delivered in person, by email, or by certified mail, return receipt requested, to the addresses specified by the parties.

6. Payment Terms

6.1. The Customer agrees to pay the full amount for services rendered as outlined in the service agreement or invoice. Payment is due upon completion of services unless otherwise agreed in writing.

6.2. Late payments will incur a fee of \$25 per month on the outstanding balance.

6.3. In the event of non-payment, Precision Exterior Cleaning reserves the right to suspend further services until all outstanding balances are paid in full.

7. Cancellation and Rescheduling

7.1. The Customer must provide at least 24 hours' notice to cancel or reschedule an appointment. Failure to provide sufficient notice may result in a cancellation fee of \$30.

7.2. Precision Exterior Cleaning reserves the right to reschedule services due to inclement weather or other unforeseen circumstances.

8. Dispute Resolution

8.1. Any disputes arising out of or relating to this agreement shall be resolved through negotiation between the parties. If the dispute cannot be resolved through negotiation, it shall be submitted to mediation before resorting to arbitration or litigation.

8.2. The prevailing party in any dispute resolution proceeding shall be entitled to recover reasonable attorney's fees and costs.

9. Severability

9.1. If any provision of this agreement is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

10. Force Majeure

10.1. Precision Exterior Cleaning shall not be liable for any failure to perform its obligations under this agreement if such failure is due to causes beyond its reasonable control, including but not limited to acts of God, war, terrorism, labor disputes, natural disasters, and other force majeure events.

11. Acceptance of Terms

11.1. By engaging Precision Exterior Cleaning for window washing or other services, the Customer acknowledges that they have read, understood, and agreed to these Terms and Conditions.