

# Terms and Conditions



## 1. Introduction

- a. Acceptance of Terms
- b. Description of Binding Agreement
- c. Authorizations
- d. Water & Power
- e. Simultaneous Operations
- f. Risks & Releases Acknowledgement
  - i. Overview
  - ii. Inspection
  - iii. Plants & Landscaping

## 2. House Wash Acknowledgements

- a. Pre-Job Checklist
- b. Oxidization
- c. Weep Holes and Seams
- d. Wood Siding, Decks, Fences, and Log Homes
- e. Window Cleaning
- f. Gutter Cleaning

## 3. Roof Wash Acknowledgements

- a. Pre-Job Checklist
- b. Roof Treatment
- c. Granule Loss
- d. Roof Wash Touch-Ups

## 4. Day of Service Preparation

- 5. Exclusions & Limitations
- 6. Content Release & Use
- 7. Obligations
- 8. Payment Terms

# Terms and Conditions

## 1. Introduction

At So Clean Solutions, we have one goal: to help our customers keep their homes and properties looking as good as new. To ensure that we deliver superior service, it is important to establish clear expectations. Please review the following document. We encourage you to share any questions or concerns that you have regarding this agreement. We will require verification of understanding and written acceptance of these terms and conditions before the initiation of work.

### a. Acceptance of Terms

When you sign and accept the estimate for your job, you acknowledge that you have read and understood the terms and conditions in this agreement. Further, you release So Clean Solutions from property damage except in cases of negligence or willful misconduct. So Clean Solutions cannot be responsible for damage to loose siding, paint, wood, trim, or windows that is noted and documented during the pre-job walk-through.

### b. Description of Binding Agreement

These terms and conditions serve as a binding agreement between the property owner (hereafter “customer”) and So Clean Solutions (its owners, employees, subcontractors) (hereafter “company”) for the execution of residential or commercial exterior cleaning services (to include pressure washing and/or soft washing) in exchange for payment. The services provided are subject to the following terms and conditions. The company reserves the right to update terms and conditions. You will be notified of any changes. Terms and conditions can be reviewed on the company’s website or requested via email.

### c. Authorizations

The customer authorizes the company to access the property to complete the requested services. The customer understands that the services will be completed in the timeframe established by the estimate. The customer understands that whenever foul weather or other circumstances beyond the company’s control necessitate a revision of the schedule, the company will make every effort to reschedule the service to the next available and viable time and date. The company has the customer’s permission to visit the property with little or no notice to

# Terms and Conditions

assess job requirements prior to the service date and/or to review the work performed after the services have been rendered.

## **d. Water & Power**

The customer authorizes the company to utilize their residential water source via an outdoor spigot, which will be turned on and accessible on the date of service. In the event that the property is on well water or located in an area with low water pressure or volume, the customer agrees to inform the company and to avoid using any water during the performance of the cleaning service. If the customer's water source is insufficient for the cleaning service, the customer must notify the company, allowing for the determination of appropriate solutions to supplement the water supply. There may be additional fees for the company to bring a supplemental water supply due to the cost of extra equipment. The company does not require access to the property's electrical power supply for the completion of cleaning services. However, some cleaning services will require a wastewater management plan that may include an electric-powered sump pump. Wastewater management plans will be discussed before the estimate be submitted to the customer for approval. When the customer's power is not available as part of the wastewater management plan, there may be additional fees for the company to bring a supplemental power supply due to the cost of extra equipment.

## **e. Simultaneous Operations**

So Clean Solutions cannot perform cleaning services while other work is being conducted on the property or while other workers are in the areas being cleaned. Please ensure that no construction or renovation projects are scheduled concurrently with the cleaning services. Other services (landscaping or interior cleaning) must agree to respect any directives from the company's technicians if they are at the property during the execution of exterior cleaning services to ensure safety.

## **f. Risks & Releases Acknowledgement**

### **i. Overview**

So Clean Solutions technicians are trained to perform exterior cleaning services safely, including all of the necessary precautions to ensure the company does not cause harm to your home or property during the execution of services. If damage occurs as a

# Terms and Conditions

result of poor maintenance, neglect of the property, or low-grade building materials, the customer agrees to hold the company harmless. Any areas of concern need to be addressed by the customer prior to the start of exterior cleaning services. This includes but is not limited to ensuring a watertight seal on all doors and windows. The homeowner assumes all risks and takes full responsibility for any damage that occurs due to improper maintenance.

## **ii. Inspection**

The company will provide the customer with a pre-job checklist to help them ensure that all necessary steps to prepare for external cleaning services have been taken prior to the arrival of the company's technicians. The customer understands that the company's technicians will perform a pre-job inspection to note any pre-existing damage or areas of concern. The company's technicians will document their inspection with photo and/or video. In some instances, the company may require the customer to acknowledge pre-existing damage or areas of concern prior to the start of cleaning services. The customer understands that they must be available by phone during the scheduled time for cleaning services if they are away from the location. Failure to respond to a request for acknowledgement during the scheduled time for cleaning may result in additional charges for non-productive time and/or the cancellation or rescheduling of the cleaning.

## **iii. Landscaping**

The customer understands that the company has set procedures to ensure that plant life is protected. The cleaning solutions used by the company have the potential to cause leaf burn on plant life. If any issues arise with plant life after the cleaning services, the customer will allow the company to evaluate and determine the appropriate resolution to the issue before taking any other action.

# Terms and Conditions

## 2. House Wash Acknowledgement

In addition to the general terms and conditions outlined above, the following terms and conditions apply specifically to house washing services. The customer acknowledges that a house wash will remove organic contaminants (algae, moss, mold, mildew, lichens, pollen) along with dirt and dust. Other contaminants that the customer wishes to have cleaned will require additional services that must be requested during the estimating process.

### a. Pre-Job Checklist

The customer acknowledges that they will receive a pre-job checklist from the company and that they are responsible for completing the checklist prior to the scheduled time and date of their service. In the event that the customer is unable to complete any or all of the items on the checklist, the company can assist for an additional fee.

### b. Oxidization

Homes with vinyl or aluminum siding exposed to the sun are susceptible to oxidation. Signs of oxidation include a chalky white powder on the siding and/or a loss of luster. The customer understands that oxidation may become more noticeable after house wash and that removal of oxidation is a separate service available at an additional charge.

### c. Weep Holes and Seams

The customer understands that every house wash includes a thorough rinse to remove the cleaning solution. It may take several days for the house to dry completely. As the house dries, damp areas may appear beneath seams in the siding or weep holes that are found in most vinyl siding. In some cases, these damp areas may appear dark or dirty. The customer acknowledges that these areas are not stains and that they will dissipate with the morning dew. If weep hole runs are unusually heavy, the customer can request a follow-up visit, visual inspection, and re-rinse as necessary.

### d. Wood Siding, Decks, Fences, and Log Homes

The customer acknowledges that any wood surfaces will require special attention during the estimating process. Certain wood materials require specific cleaners. It is important to prevent damage to any wood surface during the cleaning process. Further, because the client's expectations factor into the selection of appropriate cleaning solutions and cleaning strategies, the estimating process may include the creation of sample

# Terms and Conditions

swatches to help the customer determine the cleaning process that produces the results that align with their goals for the project.

## e. Window Cleaning

The customer understands that windows will be washed and rinsed during a basic house wash. The basic wash will remove debris from the windows. The customer acknowledges that hand cleaning for a spot-free and streak-free finish is available for an additional charge. Customers opting for the hand cleaning service acknowledge that they are responsible for removing window screens prior to the cleaning service and that the company and its employees cannot remove screens without a separate consent form releasing the company from liability for damage to worn or brittle screens.

## f. Gutter Cleaning

The customer acknowledges that the exterior of gutters is included in the basic house wash service. Cleaning the interior of gutters is a service that is available at an additional charge.

### 3. Roof Wash Acknowledgements

In addition to the general terms and conditions outlined above, the following terms and conditions apply specifically to roof washing services. The customer acknowledges that a roof wash will remove organic contaminants (algae, moss, mold, mildew, lichens, pollen) along with dirt and dust. Other contaminants that the customer wishes to have cleaned will require additional services that must be requested during the estimating process.

#### a. Pre-Job Checklist

The customer acknowledges that they will receive a pre-job checklist from the company and that they are responsible for completing the checklist prior to the scheduled time and date of their service. In the event that the customer is unable to complete any or all of the items on the checklist, the company can assist for an additional fee.

#### b. Roof Treatment

The customer understands that the company will complete a soft wash roof service following the guidelines established by the Asphalt Roofing Manufacturer's Association (ARMA). Further, the customer understands that results will vary based on factors such as age of roof, type of shingle, location, and severity of buildup. So Clean Solutions guarantees that the cleaning solution will kill any organic growth such as algae, moss, or

# Terms and Conditions

lichen. In some instances, it may take several days or weeks for wind and rain to wash away the full extent of the dead plant matter. The company does not pull or forcibly remove growth from roofs as this may cause damage and/or void any warranty on your roofing system.

## **c. Granule Loss**

Client acknowledges that granule loss over time is a normal part of a shingle roofing system's breakdown over time. Granular loss is accelerated by infections with organic matter. Client understands that moss and lichen breakdown shingles faster than algae and that each poses a risk of significant granule loss. Client understands that after a roof cleaning, there may be areas where granule loss is more noticeable.

## **d. Roof Wash Touch-Ups**

Client understands that the company may have to return to perform touch-ups to complete the job. It is understood that heavily infected roofs may exhibit lighter brown areas where the black patches of algae were treated. When this occurs, we request that the customer wait 6 to 8 weeks to allow the brown areas to fade. If, after 6 to 8 weeks, the brown areas remain, we request that the customer contact So Clean Solutions to schedule an on-site review and discuss the appropriate next steps.

Client acknowledges that roofs with moss or lichens will release the dead organic matter over time. The growth will turn white when treated. The elements will promote the release of the dead matter. If, after 6 to 8 weeks, the growths remain, we request that the customer contact So Clean Solutions to schedule an on-site review and discuss the appropriate next steps.

## **4. Day of Service Preparation**

The customer acknowledges that they will receive a pre-job checklist that outlines all of the steps that they are responsible for to ensure that the building and property have been prepared for washing services. The company recognizes that some items on the checklist may be too difficult or unsafe for some customers to complete on their own. So Clean Solutions is happy to work with customers to ensure that the property is completely ready for cleaning services before the cleaning begins. Please review the pre-job checklist and contact So Clean Solutions to discuss any questions or concerns that you have about completing specific items or the whole checklist. Scheduling, equipment, and fees can be adjusted to ensure that the necessary preparations are completed so that the job can be conducted on schedule.

# Terms and Conditions

## 5. Exclusions & Limitations

A minimum deposit of \$50 will be required to secure your cleaning service for any job estimated at or over \$300. This deposit is non-refundable. The deposit will be subtracted from the total quoted price on the invoice after the cleaning service is completed. Some jobs will require special cleaning agents (cedar siding, oxidization, etc.). Whenever this is the case, an additional deposit may be required. The company will communicate this to the customer prior to the acceptance of the estimate.

A \$50 fee may be assessed at the company's discretion if the customer has not made a water source available or if water pressure and volume is insufficient to support the cleaning services.

Additional fees beyond the estimated cost of the job may be applied if any of the elements of the pre-job checklist are found to be incomplete at the scheduled time of the cleaning services.

A \$50 processing fee will be assessed for any returned checks.

## 6. Content Release & Use

The customer acknowledges that the company may capture photos or video while they are on-site. These photos and videos may be used for training, advertising, marketing, or verification purposes. The customer agrees to the capturing of photos and videos and to the use of same for the purposes stated. The company will not release or share any sensitive information via the stated content (addresses, names, etc.). If the customer wishes to prohibit the filming or photographing of their property during cleaning services, they must notify the company in writing by letter, text, or email prior to the scheduled date of the service.

## 7. Obligations

So Clean Solutions will be obligated under these terms and conditions for any damage that is a direct result of operator error, negligence, or willful misconduct. Damages must be discovered and reported to So Clean Solutions within 3 days of the completion of services. The company will be permitted up to 30 calendar days from the date of the report to inspect the premises and determine the appropriate steps toward resolution.

If water intrusion occurs, the company will not be held responsible. So Clean Solutions will make every effort to prevent water intrusion but cannot be held liable for bad seals around windows and doors, cracks or gaps in foundations and similar issues with the property.

# Terms and Conditions

## 8. Payment Terms

Payment is due upon completion of services unless other arrangements between the customer and the company are made in writing prior to the date of service. So Clean Solutions accepts cash, check, credit card, PayPal, or Zelle. Any invoice or scheduled payment over 10 days past due will be subject to a late fee of 10%. If payment is not received within 30 days of past due, So Clean Solutions reserves the right to file a civil claim to collect outstanding debt. Any legal fees incurred will be added to the unpaid balance of the client and the total amount due.