

Streak Ninjas - Terms of Service

Effective Date: May 8, 2025

1. Services Provided

Streak Ninjas provides premium window cleaning services to residential and commercial properties. Our focus is primarily on exterior window cleaning, including screen and sill washing, post-construction window cleaning, and specialty services as requested. Interior window cleaning may be offered on a limited basis and is not guaranteed. Service offerings may vary depending on location and availability.

2. Use of Independent Contractors

To provide timely and quality service, Streak Ninjas may engage independent contractors to carry out some or all services. All contractors are thoroughly vetted and trained to maintain our standards. Clients acknowledge and agree that services may be performed by third-party contractors.

3. Scheduling, Rescheduling, and Cancellations

Appointments must be scheduled in advance. Rescheduling or cancellations must be made at least 24 hours in advance. Last-minute cancellations could be subject to a fee of 50% of the quoted service price. Streak Ninjas reserves the right to reschedule or cancel services due to safety concerns, extreme weather, or operational issues.

4. Customer Responsibilities

Customers must provide safe and unobstructed access to all areas requiring service. This includes unlocking gates, securing pets, and removing items near windows. Streak Ninjas is not liable for delays or damage caused by obstructed access, unstable structures, or unreported hazards.

5. Payment Terms

Payment is due upon completion of services unless otherwise agreed upon in writing. Accepted payment methods include cash, major credit cards, and approved digital payments. Unpaid balances beyond 14 days may incur interest or late fees. Returned payments may be subject to a processing fee.

6. Limitation of Liability

Streak Ninjas exercises care in all services. However, we are not responsible for:

- Pre-existing damage to windows, sills, or frames
- Scratches on damaged or tempered glass
- Leaks due to faulty seals or improper installation
- Issues related to structural instability

To the fullest extent permitted by law, our liability shall not exceed the amount paid for services rendered.

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7. Satisfaction Guarantee

Client satisfaction is a priority. If there are concerns about service quality, clients must notify us within 24 hours of completion. We will return to address any reasonable concerns at no additional charge. Reports made after 24 hours may not qualify for a service correction.

8. Weather and Safety

In cases of lightning, high winds, or other unsafe weather conditions, services will be paused or rescheduled. The safety of our team is paramount and may take precedence over deadlines.

9. Right to Refuse Service

Streak Ninjas reserves the right to refuse or terminate service if we encounter hazardous conditions, harassment, or inappropriate behavior. This includes but is not limited to unsafe job sites, aggressive animals, or abusive clients.

10. Changes to Terms

Streak Ninjas may update these Terms of Service at any time. Updated terms will be posted to our official website and will take effect immediately upon publication. Use of this service constitutes agreement to the most current terms.