



Duremco Inc.
Customer Contract Agreement

This Customer Contract Agreement (“Agreement”) is entered into between Duremco Inc. and the Customer (“Customer”), regarding the services to be provided at the Customer’s property (“Property”). By booking any service with Duremco Inc., you agree to the terms and conditions set forth in this document, regardless of whether a formal signature has been provided.

1. Documentation of Work

Pre-Work Video/Photos: The Customer agrees to permit Duremco Inc. to take walkthrough video and/or photos of the area before work commences. These images serve as a record of the pre-existing condition of the work to be done.

During Work Video/Photos: During the performance of work, the Customer agrees to permit Duremco Inc. to take video and/or photos of the work being performed.

Post-Work Video/Photos: Upon completion of services, the Company may take walkthrough video and/or photos of the work area to document the condition after the work is finished.

Use of Documentation: All video and photographic documentation will remain the property of Duremco Inc. and may be used for recordkeeping, liability assessment, promotion, or quality assurance purposes. Customer identity and privacy will be respected in accordance with applicable laws.

2. Liability

No Liability for Property Damage or Injuries: The Customer acknowledges and agrees that Duremco Inc. is not liable for any property damage or personal injuries on the job site, except as specifically stated in Section 3.

Return Visits: This limitation of liability remains in effect for all subsequent visits if the Company must return to the job site to complete work.

Customer Responsibility: The Customer is responsible for maintaining a hazard-free job site and taking reasonable precautions for the safety of all persons present during the Company’s work.



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Walkthrough: The Customer agrees to allow the Company to take video and photos of the work area before, during, and after the project is completed.

3. Company Responsibility for Damages

Repair of Damages Due to Negligence: The Company is responsible for repairing any damages to the property caused directly by its team due to negligence. The owners of Duremco Inc. shall have sole discretion in determining negligence and responsibility for repairs.

Reporting Damages: The Customer must report any damages in writing within 24 hours of job completion. Failure to report damages within this timeframe may result in a denial of responsibility.

Exclusions: The Company is not responsible for damages resulting from pre-existing conditions, concealed defects, or issues beyond its reasonable control.

4. Payments:

Payments to Duremco are due according to the contract schedule and can be made by cash, debit, credit card or e-transfer. All balances are payable upon completion of the service. Any deviations from this policy must be agreed upon in writing within our contract.

5. Clean Up Policy

Reasonable Effort to Clean Up:

The Company will make reasonable efforts to clean the work area after the job is completed, including the removal of tools, debris, and materials used during service.

Possible Residue:

Due to the nature of pressure washing, the removal of heavy accumulations of mold, mildew, dirt, and debris may uncover previously hidden imperfections. Issues such as cracks, oil or rust stains, wood rot, and flaking or missing paint may occasionally remain visible after completion.



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By moving forward, the Customer acknowledges this possibility and releases the Company from any further clean-up obligations outside those specified in this Agreement.

6. Scheduling:

Scheduling for our services can be challenging, as productivity is often weather-dependent. While Duremco Inc. makes every effort to minimize conflicts, inclement weather or circumstances beyond our control may impact your project's start and completion dates. We will notify you promptly of any necessary changes to your schedule.

7. Customer Responsibilities

Access and Safety:

Please provide safe access to the property and work area. Ensure any valuables or items that may be affected by the work are removed or secured.

Conduct:

We ask that you treat our team and property with respect. Failure to do so may result in the termination of services, as outlined in our policies.

Equipment:

For safety reasons, please do not handle any of the company's tools or materials unless explicitly instructed.

Cancellations and Rescheduling:

Please provide at least 48 hours' notice if you need to rebook or cancel your appointment to avoid any applicable fees.

8. Scope of work

The estimated scope and timeline are based on the information available at the time of booking. Please be aware that adjustments may be necessary due to:



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- Unforeseen issues (e.g., behind walls, underground, or within systems)
- Weather conditions or delays
- Acts of God or other unexpected circumstances

Additional Work and Charges:

If a change in scope is required, the Company will provide details regarding the necessary work and any associated fee changes. No additional work will be performed without your approval, unless immediate action is required for safety or property preservation. Approval may be obtained via written notice, phone call, text message, email, or in-person verbal agreement.

9. Right to Withdraw Due to Unsafe Work Area

Company Right to Withdraw:

Duremco Inc. reserves the right to cease work and withdraw from any project at any time if, in the Company's sole judgment, the work area or conditions are deemed unsafe for personnel, equipment, or subcontractors.

No Penalty:

A withdrawal due to unsafe conditions will not result in any penalty to Duremco Inc. The Customer remains responsible for payment for all work performed up to the point of withdrawal.

10. 100% Satisfaction Bin Clean Guarantee Conditions:

If you're not 100% satisfied with our service, we'll come back and re-clean your bins at absolutely no extra charge. The company must be notified about your satisfaction within 24 hours after the completion of work. This re-clean will be scheduled according to the availability of the Company.