



Service agreement

When a client agrees to move forward with services from E&P Window Cleaning Ontario (henceforth only E&P) they are agreeing to the below:

1. Services: Subject to the terms and conditions of this Agreement E&P agrees to provide window cleaning, eavestrough cleaning and repair services at the Property, including but not limited to interior/exterior window cleaning, eavestrough cleaning, eavestrough installation/repair, siding/soffit cleaning, power wash, leaf guard installation, Christmas lights installation and snow removal for the client. Any miscellaneous cleaning or installation services will be agreed upon prior to the job being done. Window cleaning can consist of both squeegee/brushes or purified water cleaning, a scraper will be used where necessary unless we are notified not to use this cleaning technique (this must be done before the work starts). The customer must make E&P aware of any type of tempered glass before cleaning begins best to do in writing. They must also acknowledge that scrapping this type of glass might leave hairline scratches during the cleaning process. Any adhesive, stone, concrete or mortar, silicone, or other construction debris will require the use of scrapers to remove. E&P does not use any other chemical agents or tools to remove such debris. Eavestroughs will be cleaned by hand, pole or blower and downspouts will be visually inspected. Siding and soffit cleaning will be done using clout and extension pole with brush. Eavestrough installation services do not offer complete protection for water on the customers property but will add a benefit of moving the majority of water away from the structure. E&P is not responsible for existing damage or structural integrity of the facia or other areas where the eavestroughs or downspouts are secured. Colour matching will be always discuss with customer. If specific colours are required it needs to be in writing from the customer. A deposit of 30% of the total price for installations may be required to order materials. Damage from clogged eavestroughs are not the responsibility of E&P and it is the responsibility of the

property owner to keep the eavestroughs clear of debris for optimal operation. E&P is not responsible for any ice or snow damage from extreme weather.

2. **Payment and Terms:** The client will pay E&P the total sum of the agreed-upon services stated in the agreed-upon estimate. The sum will be paid once the job has been completed. This contract is for the agreed-upon services only.

3. **Pre-Job:** The client agrees to grant access to their home or office to E&P only when interior windows or interior cleaning is being done. All other services will take place outside of the home/business. The client agrees to allow the use of outdoor and indoor water taps and electrical outlets at the discretion of E&P. The client agrees to move all valuables away from the interior and exterior work areas before any work is started by E&P. The client acknowledges and agrees that the clients' belongings may be moved in order to clean any interior or exterior windows, siding, eavestrough, soffit, installation or repair of eavestroughs or any miscellaneous agreed-upon item being cleaned or installed.

4. **Insurance:** E&P has both commercial and residential insurance for all their services and employees while on site. Homeowners and businesses are required to have their own property insurance where applicable.

5. **Understanding:** The client understands that E&P will do its best to clean all agreed-upon areas of the home or business but cannot guarantee it will look like new or will fix any previous damages.

6. **Photography and Release:** The client agrees to allow E&P to photograph areas of the Property before and after the work is completed to verify that work has been completed or for visual reference to certain areas for the benefit of the customer.

NOTE: photos must be requested by the client before the service is provided.

7. This agreement: Contains the entire agreement of the parties; there are no other promises or conditions in any other agreement, whether oral or written.

8. Client agrees to pay: 100% upon completion of all services. This agreement shall be governed by the province of Ontario. You should read and understand this agreement. It is a legally binding contract.

9. Email: Client who agree to have services completed by E&P also agree to be emailed twice in year (March and September) to update them of our fall and spring appointment booking. This email will only be sent to customers who have had work completed in the last two calendar years.

