



## TERMS AND CONDITIONS

At Extreme Clean, we want all our clients to understand our service expectations. It is important to be fully informed on the services and our expectations. Please review and let us know if you have any questions or concerns about any information contained in our agreement. We will require you to verify that you read and understood the terms and conditions agreement before any work is done.

## BINDING AGREEMENT

These terms and conditions serve as a binding agreement between the property owner, hereby identified as "client" and Extreme Clean and its owners, employees, and subcontractors for the execution or services in exchange for payment for residential or commercial exterior cleaning services to include pressure washing, soft washing and gutter cleaning. As well as carpet cleaning, tile & grout cleaning, upholstery cleaning, fleet washing, construction clean ups and deep cleans. The services that Extreme Clean provide to you are subject to the following terms and we reserve the right to update the terms and conditions any time without notice to you. You can review the Terms and conditions by clicking on the Terms and conditions links via our website, email communications or any other communications such as estimate or invoice links.

## AUTHORIZATIONS:

Client agrees to allow Extreme Clean employees on the property for the purposes of completing cleaning services requested. Client understands that the cleaning service will be completed in the timeframe given during the estimate. Due to unforeseen circumstances such as bad weather, the cleaning service may need to be moved to the next available business day. Client understands that the company will do their best to accommodate for a quick reschedule but have to work around other scheduled clients and weather. Extreme Clean employees also has the permission to visit the property with little or no notice to assess service needs prior to the date of service, as well as to check completion after services have been rendered.

Client agrees to allow Extreme Clean and there employees to utilize their residential water source via outdoor spigot, which will be turned on and easily accessible on the date of service. If on well water, or if in an area with low water pressure or volume, client agrees to inform Extreme Clean. If clients water source is not sufficient for cleaning service, they must inform Extreme Clean so they can adequately prepare to bring water with them to cover required flow. We do require that all outside electrical outlets and fixtures are shut off before arrival to complete exterior washing services. Crew members are to inspect any spigot previous to cleaning to ensure there is no damage to area and inspection after. Per their required training, they must take before and after photos. Extreme Clean will not be held accountable for previously damaged spigots. Client will be informed of any previously noted damage. Extreme Clean will not be held accountable for any issues within or outside the home that is not related to the cleaning service.

## RISKS AND RELEASES OF LIABILITY ACKNOWLEDGEMENT

Extreme Cleans technicians are well trained in the equipment used in the cleaning industry and take extreme precautions in making sure the company does not cause harm to your investment. Extreme Clean uses safe techniques with the use of low pressure on delicate surfaces such as siding. However, damage can still occur to any delicate surface due to poor maintenance, neglect to the property and or low grade building materials. Routine maintenance per manufacturer's recommendations on the homes surfaces, should be implemented by homeowners to avoid any

potential defects. Prior to washing the home any areas of concern need to be addressed by the homeowner to insure a watertight seal. This will prevent damage from occurring. The homeowner assumes all the risks and takes responsibility for any damage that occurs due to improper maintenance.

On the date of service, Extreme Clean will note any pre-existing damage on the field hand checklist sheet with the client and have them sign. If client is unable to sign at time of noted damage, an Extreme Clean employee will note the absence on the field hand check list sheet and take photos of noted damage. Homeowner will have to sign off on the checklist sheet to note they have been informed of any damage once work is complete. If homeowner is unavailable at time of completion, the office manager will notify client of any damage before work along with supporting documentation. If any new damage is found during the cleaning process, the company will cease all cleaning efforts until the client can see the damage and acknowledge its existence.

Client understands that Extreme Clean has set procedures to ensure plant life around the area of cleaning is protected. Client understands that their wash could be scheduled during midday sun and there could be potential for leaf burn as water can get on and around the plant during the cleaning process. If any issues arise with plant life around the area of cleaning, the company will evaluate to see if plant life suffered from leaf burn and will recover or if it has been killed. Company will then determine plan of action after evaluation of plant life.

#### ON THE DAY OF THE SERVICE:

Please have a water spigot activated and accessible

Please have all windows and doors shut tightly

Please ensure you shut off all outside electrical outlets and fixtures at breaker box prior to arrival

Please have all pets inside before and during cleaning

Please clear the work areas of all items and remove all sensitive materials from the areas being washed such as flags, doormats hanging flowers, decorative lights, string lights and vehicles

- Please clean up and remove any animal poop as we will have to drag our hoses through the yard.

- Please avoid using water during the cleaning service to ensure no loss of pressure or volume

- Please move ALL items (furniture, tables, grills, cars etc.) away from the house at least 15 feet

- Please have all carpet or tile pre vacuumed

- Please have sink accessible to top off our machine

- A \$100 fee will be charged to the customer if we arrive at the customers house the day of the scheduled service and no one is home to let us inside or work can not be completed outside due to a issue on the customers end.

#### HOUSE WASH ACKNOWLEDGEMENT

Client understands that any blemish or flaw or any existing oxidation will be more noticeable after cleaning. Vinyl sided homes that have not been maintained or has contact sun exposure will be susceptible to oxidation. Signs of oxidation are as follows: chalky white powder on siding and the clear luster removed. Please understand if your home suffers from oxidation, you may see this difference after a cleaning. Fallout is grease, oil, or mineral based airborne matter that deposits on siding over time causing it to leave a dark shadow like stain on the siding. Many times it can be seen heavily under the soffits of the house or areas where dirt and debris tend to get captured such as inner corners and or under porches and covered patios. Many times fallout is common on houses on busy roads or near areas with industrial parks and factories. Depending on the length of time fallout has been present on the siding will determine to what degree it can be removed. Fallout can permanently stain and weaken the integrity of the siding if left untreated.

When a home is covered with debris, these blemishes may not stand out as much as it would be after it has been cleaned. Most of the time those issues are pointed out to the client during estimate inspection or during cleaning

process. The removal of Oxidation, Fallout, Rust, Iron stains and or any other non organic stain is not included in our standard house wash service. We do offer add on services to address these issues. The cost varies depending on to what degree the stain is. After an exterior cleaning of your siding sometimes every now and then water will drip out of some of the weep holes causing a brownish mark on the siding. This is caused by water and dirt from under the siding mixing and dripping out of the weep holes. This mark will wash off with the next rain or can easily be removed by spraying gently with a garden hose. Sometimes the weep holes will drip "brownish" water hours after we leave the job site. We always do a site walk around before we leave and rinse off any that may be there before we leave.

Client understands that Extreme Clean may not find every flaw and is not reliable if it is more noticeable after a wash unless it is found to be of negligence on Extreme Cleans end. Client also understands if we do a site unseen estimate based off provided photos or use of Eagle eye software, that we will not be able to note any flaws in exterior surfaces. If we do a site unseen estimate, client understands we are not reliable for any unacknowledged flaw and will do our best to point this out at date of cleaning. Client also understands that our cleaning solution is specifically designed for our cleaning services and it will not cause any discoloration or damage to the siding. Client understands that they must shut off all outside electrical outlets and fixtures at the breaker box prior to service. Extreme Clean is not responsible for any electrical issues due to water seeping into poorly insulated areas due to neglect or poor maintenance on both the main power coming into the house and exterior plugs, switches and or lights. All exterior washes include the siding, soffits, exterior of gutters and exterior of windows. Squeegeeing of the windows is not included.

Our exterior house wash does not include oxidation removal, artillery/shotgun fungus, fuel emissions, mineral staining, rust removal, irrigation scuff marks, bees nest removal, etc. These types of staining fall under our siding restoration service in which will need to be discussed before hand for further action.

A additional charge will be added to the total if we have to haul our own water to complete the job unless previously discussed with the customer.

## GUTTER CLEANING

It is agreed and understood that the customer represents their properties roof to be structurally sound and is able to withstand the weight of workers and their tools. In the event that the roof does not meet these conditions, any resulting damages are the sole responsibility of the customer. Extreme Clean shall not be responsible for said damages. This includes but is not limited to, broken or cracked roofing shingles (asphalt, tile, slate, cedar, etc..) roof decking, and rafter boards.

We remove all solid debris accumulated inside of gutter and downspout systems all the way to the ground.

Underground drainage systems are not included.

We may use water to clean the inside of the gutter systems if needed to "flush the gutters". Our employees will hand-bag the solid debris and remove them from the premises. They will also use gas-powered blowers to blow out the smaller remaining debris if needed. Every downspout will be confirmed to be free of any obstructions all the way to the ground.

Exterior gutter cleaning is not included with this service.

Customer must notify Extreme Clean prior to the start of the job for any loose or pre damaged gutters to ensure the safety of our employees and to prevent further damage. Extreme Clean is not responsible for damages caused by pre-existing issues with gutters.

## CONSTRUCTION CLEAN-UP ACKNOWLEDGMENT

Extreme Clean is not responsible for removal of paint overspray, hardened concrete and or asphalt on any type of surface.

All cleaning products that Extreme Clean uses are safe for painted surfaces, carpeting, and glass.

Extreme Clean is not responsible for re-cleaning any areas that Extreme Clean has already cleaned that become dirty again due to another contractor.

All areas that Extreme Clean cleans may be slippery and slightly damp until completely dry.

Extreme Clean is not responsible for any injury that occurs due to this.

The customer understands that any prior blemish's or scratches on metal doors, painted surfaces and or flooring may be more noticeable after Extreme Clean cleans them.

#### CARPET, UPHOLSTERY, LAMINATE, TILE & GROUT ACKNOWLEDGMENT

Extreme Cleans technician will inspect the carpet, upholstery, Laminate and or tile & grout as well as stains before the Service commences.

Stains derived from bleaching agents, acids, rust, and permanent dyes may be permanent and cannot be removed with any treatment. Extreme Clean does not guarantee stain removal for permanent stains or excessive wear.

Extreme Clean cannot be responsible for any pre-existing condition that is not apparent upon visual inspection of the Premises.

Extreme Clean may deem it 'un-feasible' to remove a particular stain or mark on the carpet when compared to the cost of replacement.

Laminate floors that have been waxed may look hazed when the cleaning process is done from some of the waxed being lifted off of the Laminate.

Extreme Clean is not responsible for re-waxing of any Laminate flooring if this haze occurs.

Please allow 6-8 hours for carpet and or upholstery to completely dry. (may vary depending on humidity level, material, thickness)

Extreme Clean does not move any furniture unless requested by customer prior to work being completed. A fee of \$35.00 may be added depending on amount and size of furniture that customer wants moved.

All areas that Extreme Clean cleans may be slippery and slightly damp until completely dry. Extreme Clean is not responsible for any injury that occurs due to this.

Customers must reach out prior to work being started if they would not like any deodorizer or scent added to our machine. Extreme clean is not responsible for any allergic reactions and or rashes due to the deodorizer or scents added.

#### FLEET WASHING ACKNOWLEDGMENT

Extreme Clean is not responsible for any water that may seep through doors, windows or dry rotted/cracked seals while cleaning process is taking place.

Towel drying of equipment, truck(s) and or camper(s) are not included in our prices but may be added for an additional cost.

The customer understands that any prior blemish's or scratched that the equipment, truck(s) and or camper(s) had may be more noticeable after Extreme Clean washes them.

All products that Extreme Clean uses are organic chemicals and are safe for polished aluminum and both paint and glass safe.

Extreme Clean is not responsible for water spots on windows and or paint after the water dries.

Removal of rust or calcium is not included in our fleet washing pricing.

#### CONTENT RELEASE & USE

Client agrees to allow Extreme Clean to utilize any photos, videos, reviews or descriptions of the property in the

context of advertising for the company. Extreme Clean will use these photos, videos or descriptions without any compensation to the client. The media will be solely used for advertising and training purposes. The client agrees not to seek punitive action in a civil court or law regarding the use of the above media. We will not include sensitive information such as addresses or names.

#### IF ANY DAMAGE OCCURS

Extreme Clean will be obligated under our terms and conditions for any damage that was a direct result of operator error, negligence, or willful misconduct. Damages must be discovered and reported to Extreme Clean within 24 hours of completion of service. Extreme Clean will be allowed 30 calendar days from the date of written receipt to inspect the premises and have the sole option in repairing or contracting repair to any damages that was result of negligence.

#### PAYMENT

Payment is due upon completion of work unless other arrangements were made between the client and Extreme Clean before the work was performed. If a different arrangement occurs, this will be documented and signed by both parties. We accept forms of payment to include cash, check or card. If paying with a card a 5% fee will be added to the total to cover the card processing fee.

Extreme Clean has a net 30 days' payment schedule, client must have payment submitted to Extreme Clean by 30-day grace period. Any invoice or scheduled payment that is past due 30 days after date of agreement, is subject to a 20% late fee. If payment is not received within 60 days past due, Extreme Clean reserves the right to file a civil claim and collect outstanding debt. Within 60 days of past due, Extreme Clean reserves the right to file a civil claim and collect outstanding debt. Any legal fees incurred will be added to unpaid balance of the client. Extreme Clean also reserves the right to refuse to continue business with a client who is currently past due, or who has been 60+ days past due more than once.

Once the estimate is signed and approved the customer is obligated to pay the full amount stated in the estimate and invoice. If the customer cancels the job within 48 hours prior to work being performed the customer is obligated to pay 50% of the total payment.

#### ACCEPTANCE OF TERMS

By accepting an estimate, the client agrees to all the terms and conditions in this agreement. You authorize Extreme Clean to do the work as specified on the estimate. You release our company from property damage unless it is caused by negligence or willful misconducts. Extreme Clean is not responsible for damage to loose or worn out siding, paint, wood, trim, carpet, tiles, upholstery or windows that was previously noted as damage or found during the pre-inspection walk through.