

# Ozona Pressure Cleaning Agreement

## Customer Agrees To:

1. Have ample parking for truck and trailer. And notify Ozona Pressure Cleaning of any restrictions. Ozona Pressure Cleaning, LLC shall not be responsible for noise or water run off created by equipment and processes. Keep job site free from any obstructions or conflicts that would interfere with the performance or work of Ozona Pressure Cleaning, LLC. It is also the responsibility of the customer to ensure that children and/or pets are kept clear of the work site. Dog or animal feces must be cleaned up to prevent our hoses from running into.
2. Provide Ozona Pressure Cleaning, LLC exclusive access to the exterior areas covered by this contract during the performance of work specified in this contract, and areas to be covered are to be cleared of other workers, equipment, and materials. Remove all items from the area's that are to be cleaned. Please do not have any other workers that may interfere with our work.
3. Lanai/Patio/Screen Cleaning: Please bring in all small objects and anything you don't want wet off patios and the area's being cleaned. Especially all potted plants must be removed. If having a pool patio cleaned we will do our best to push the dirt out of the screen door. We will never intentionally push the dirty water into your pool in order to "save time". Usually the pool will need to be cleaned after pressure washing. You may choose to leave a few larger items such as a table, chairs, and grills. However, we will not be responsible for any damage to these items left inside a screened patio. Up to a \$50 fee may be applied for excessive materials to be moved by Ozona Pressure Cleaning, LLC.
4. In the unlikely event that the chemicals we use damage your plants or foliage causing them to develop brown leaves or grass it is usually temporary and will come back after a few weeks. In the event that the foliage does not recover after a few weeks we will replace it at no cost to you.
5. Provide Ozona Pressure Cleaning, LLC with water supply to perform services. If the water supply fails during the performance of the job work will be terminated until the water supply is available or off-site water can be obtained. Please make us aware of any hose outlet that does not function properly, if you fail to do so we will not be held liable if the spigot has had previous issues of any kind.
6. Ensure the house/building doors and windows are properly closed and sealed prior to work startup. The homeowner must notify us of any windows or doors that may leak. Be advised that if chemical gets inside of windows or doors it may discolor surfaces. Ozona Pressure Cleaning, LLC. will not be responsible for structural damage or problems which would result in water or chemical damage to the structure interior. We recommend that someone is available to keep an eye on the interior windows and doors for leaks. If that is not possible place a towel inside at the bottom of the windows and doors.
7. Pressure cleaning, in general, will stir up a lot of "light dirt"/dust in the air, it will settle where it falls. We always do our best to rinse off this dirt from plants, fences, and areas not easily seen. Pressure cleaning will not remove all stains. For example, Rust and oil stains on surfaces will not come clean with regular pressure washing. Do not always expect every stain to be removed. Customer satisfaction is our number one goal and will work with you if not completely satisfied. Stains that will require specialized chemicals, besides what is normally used with a pressure washer, may be able to remove these stains with additional cost and with customers' permission.

8. Outdoor electrical outlets should all have GFCI protection. We are not responsible for any damages due to a non GFCI outlet. All outdoor electrical devices must be unplugged prior to us starting. Fans and lights must be switched off. Please wait at least 24 hours before re-plugging in devices or turning on switches to fans and lights. We will not be responsible for damage due to improper electrical installation of fans, lights, and electrical outlets. Ozona Pressure Cleaning, LLC is not liable for any consequential or incidental damage or for any loss resulting from defects of home.

9. Payment for services is due upon completion unless other payment terms are arranged and noted on the estimate prior to beginning work on the job. Also, Ozona Pressure Cleaning works on a contract base pay, not hourly pay. Our preferred payment is cash or check. A 3.5% fee may be charged for credit or debit card payments. This is exactly what we are charged by the credit card companies. Cancellation within 24 hours of the scheduled cleaning may result in a 20% cancellation fee.

### **Roof Cleaning:**

Both shingle and tile roofs are chemically cleaned with our proprietary mix. We only use chemicals and methods approved by the RCIA (Roof Cleaning Institute of America). We take every possible precaution to protect your plants and grass. This includes sprinklers, covering plants, bagging gutters, and using an anti-chlorination chemical to minimize the chance of damage to foliage. It is possible you may see some brown leaves or grass. In the event that the foliage is dead and will not come back we will replace it at no charge to you.

After we complete the roof cleaning it will look at least 90% clean. The chemical mixture is designed to be left on the roof and will continue to clean for several days. The chemical will not damage the roof and it will wash off after the first rain.