

Thank you for selecting us to take care of your power washing needs. By accepting the terms and conditions below, you are forming a legally binding contract for services to be provided in exchange for the payment quoted.

### **Description of Binding Agreement**

These terms and conditions serve as a legally binding agreement between the property owner, hereby identified as "the client" and Dutch Pride Power Wash, LLC and its owners, agents, and employees, hereby identified as "the company," for the execution of services in exchange for payment for residential or commercial exterior cleaning services to include pressure washing and non-pressure washing. The services provided by the company are subject to the following terms which may be updated at any time without notice to the client.

### **Authorizations**

The client agrees to allow the company access to the property for the purposes of completing cleaning service requested. The client understands that the cleaning service will be completed in the timeframe given during the estimate. Due to unforeseen circumstances such as inclement weather, the cleaning service may need to be rescheduled for the next available business day. The client understands that the company will do its best to reschedule quickly but must work around other scheduled clients and weather.

The client agrees to allow the company to utilize their on-site water supply 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, the client agrees to inform company and will avoid using any water during the cleaning service.

### **Acknowledgement of Risks and Release of Liability**

Power washing uses high pressure and caustic chemicals to clean difficult stains off exterior surfaces. Utilizing this pressure allows the best clean possible, however, operating at such high pressure can also cause damage.

The company's technicians are well trained in utilizing their equipment and take the utmost precautions in making sure the company does not cause harm to clients' property. The company 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. It is the client's responsibility to ensure that their property has been maintained in accordance with its manufacturer's recommendations and any defects or areas of concern are repaired prior to washing to ensure a watertight seal. The client assumes all risk and takes responsibility for any damage that occurs due to improper maintenance. On the date of service, the company's technician will walk around the property and provide the client with an examination of pre-existing damage. This assessment is not all encompassing, as new damage can become apparent while the surfaces are being cleaned. If new damage is found, the company will cease all cleaning efforts until the client can see the damage and acknowledge its existence.

### **House Wash Acknowledgement**

The client understands and acknowledges that any blemish or flaw or any existing oxidation will be more noticeable after cleaning. Vinyl sided homes that have not been maintained or have contact sun exposure will be susceptible to oxidation. Signs of oxidation are as follows: chalky white powder on siding and the clear luster removed. If the client's property suffers from oxidation, signs may become more noticeable after cleaning.

### **Roof Treatment Acknowledgement**

The client understands and acknowledges that all roofs react to cleaning solutions differently and results will vary. The cleaning solution used by the company is guaranteed to completely kill any damaging growths such as algae, moss, or lichen. After cleaning, the roof will show results but in some instances, it may take more time to completely remove the dead growths. This happens due to many factors such as age of roof, type of shingle,

location, and the amount of accumulated buildup. It is understood that there is potential to have some light brown areas that remain after treatment. These light brown areas are dead algae which appeared as black streaks prior to treatment. If this occurs, the client understands and agrees to wait 6 to 8 weeks for the brown areas to fade with the assistance of natural elements such as sun exposure and rain. If the brown areas remain after 6 to 8 weeks, the client should contact the company immediately in order to request a physical examination necessary for the company to determine the next steps. Moss or lichen growth on the roof will turn white after treatment. In these cases, the client agrees to wait 6 to 8 weeks for the moss or lichen to fade with the assistance of natural elements such as sun exposure and rain. If the moss or lichen remain after 6 to 8 weeks, the client should contact the company immediately in order to request a physical examination necessary for the company to determine the next steps.

### **On the Day of Service**

The client shall:

- Have an exterior on-site water spigot activated and accessible
- Close all windows and doors tightly
- Turn off all outside electrical outlets and fixtures at the breaker box prior to the company technician's arrival
- Keep all pets and children inside before and during cleaning
- Clear all work areas of all items and remove all sensitive materials from the areas being cleaned such as flags, doormats, and vehicles
- Avoid using water during service to ensure no loss of pressure or volume

### **Content Release and Use**

The client agrees to allow the company to utilize any photos, videos, descriptions, or reviews of the property and/or the client in the context of marketing or advertising for the company, provided that the company will not include sensitive information such as addresses or full names. The company will use these media items described in this section without any compensation

to the client. The client agrees not to seek punitive action in a civil court of law regarding the development, display, reproduction, or printing of the above media. If the client agrees to allow the company to display a sign for marketing on their property, it will remain in effect for no more than seven calendar days. Any damage not the fault of mother nature to this sign will be charged to the client at full retail cost.

### **Payment Terms**

Payment is due upon completion of work unless otherwise agreed by the client and the company in writing. A 3% processing fee will be assessed for credit card payment.

### **Agreement to Terms**

By accepting an estimate, the client agrees that all the specifications and conditions are satisfactory and hereby accepted. The client authorizes the company to complete the work as specified on the proposal/estimate form. The client releases the company from property damage unless damage is caused by gross negligence or willful misconduct. The company is not responsible for damage to loose siding, windows, paint, or wood trim. Any damages due to the above are the responsibility of the owner.

Sign\_\_\_\_\_

Date\_\_\_\_\_