

Utah Home Detail Pros LLC Residential Contract for Services

This document serves as a binding agreement between the property owner, hereby identified as “Client,” and “Utah Home Detail Pros LLC” - ‘DBA HD Mobile Detailing’ formerly 'Family Home Care and Services LLC' and its agents, owners, employees and subcontractors, hereby identified as “Company,” or “Utah Home Detail Pros LLC” for the execution of services in exchange for payment for residential power washing services, car detailing services, window cleaning services, gutter servicing services, and other services rendered.

Permissions:

Access to premises/use of utilities

Client or his/her agent agrees to allow Company on the property for the purposes of cleaning services. Client understands that there is no set timeframe for the completion of services and several visits to the property may be required. The Client understands that payment for services rendered is for the time of the company and does not guarantee any specific outcome or result.

Client agrees to allow the company 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, the client agrees a surcharge may be assessed for the liability of transporting our own water which will be estimated and provided to the customer prior to work being performed. Client also allows use of their residential exterior outlet which will be turned on and easily accessible on the date of service. Client also allows use of their residential garbage bins.

Media Release

Unless the Company is notified in writing by the Client. The Client agrees to allow the Company to utilize any photos,

descriptions, reviews, quotes, or videos of the property and/or the client in the context of marketing or advertising for the Company. The company will use these items described in this section without any compensation to the Client. Client agrees not to seek punitive action in a civil court of law regarding the development, display, reproduction, or printing of the above examples of media. This does include the use of photos, testimonials and videos posted or displayed on online venues such as social media and or the Company's website.

Acknowledgment of Risks and Releases of Liability

Client acknowledges the risks of power washing, steam cleaning, chemical treatment, dry/wet sanding, and other tools/techniques which utilizes high pressure, high temperature, abrasive materials, and/or caustic chemicals to clean difficult stains off of exterior & interior surfaces. Utilizing these techniques allows the best results possible; however, operating at high pressures, high temperatures, and with acidic or basic cleaners/chemicals and abrasive materials can also cause damage. The Company agents, owners, employees and subcontractors are well trained and exercise caution when utilizing their equipment/chemicals and take the utmost precautions to ensure the Company does not cause harm to your property. Although higher risk techniques are not always used, damage can still occur due to poor maintenance, neglect to the property, and/or low grade building materials. Property owners should consult with their home builder/manufacture and owner/service manuals to ensure that their properties materials are able to be serviced in the manner requested by the Client. It is the responsibility of the property owner 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 the Company's servicing to ensure the integrity and function of the property. The property owner assumes all of these risks and releases liability of the Company for any damage that occurs due to the above explanations.

On the date of service, the Company will walk around the property and document pre-existing damage. This document is not all encompassing, as new damage can become apparent while the surfaces are being cleaned. When new damage is found, the Company will cease all cleaning efforts until the client can see the damage and acknowledge its existence. The Company is not liable for any pre-existing damage.

The Client also agrees to release the Company of any and all liability for Client injuries sustained due to the Company's equipment placement in the work area including injuries from tripping/falling, striking equipment, falling debris or equipment.

The Client also agrees to release the Company of any and all liability for missing property, theft, or disposal of personal property left on the premises or inside of vehicles being serviced. The Company does not look to steal your personal property left on premises or inside of vehicles. It is the clients responsibility to remove any personal belongings from the work areas prior to work being performed.

The Client also agrees to release the Company of any and all liability of any overage charges charged to the Client by utility companies for excess usage. The Client acknowledges and accepts the increased use/charge of these utilities by the Company

After service has been completed, the client is offered to participate in a final inspection. During the final inspection, It is the clients responsibility to address any concerns related to potential damages and adverse conditions that may have arisen from work performed by the company. After the final inspection is completed by the customer, the company is no longer liable for any new damages to the property.

Client releases liability of any and all damages, malfunctions, and visual imperfections for property not inside the scope of work provided by the company. After service is completed,

the company cannot be held liable for any new damages, malfunctions, or visual imperfections.

Additional Terms:

By booking and using the Company services, you certify that you are authorized to agree to these terms on behalf of the property legal owner and are 18+ years of age. You agree to indemnify and hold the company harmless from any claims or damages arising from your lack of authority to enter into this agreement

The Company is not responsible for the rare “fogging” effect that happens to multi pane windows with bad seals.

This agreement to provide services is in no way a guarantee that stains will be removed completely.

Notify the Company if there are any surfaces on or near the property that require specialty care. If the company is not notified of this, The Company is not responsible for any ill effects to any surfaces regarding this matter.

Client agrees the Client Responsibility list is complete by the date of service so that services can be rendered on the date of service.

Warranties are guaranteed through the original manufacturer. Utah Home Detail Pros LLC does not guarantee any warranty on any service or product unless otherwise stated. Please reach out to the manufacturer for information on maintaining and utilizing any warranty.

The Company does strive to provide an exceptional customer experience and shoot for complete customer satisfaction, however legally we do not offer any guarantees for customer satisfaction.

If the client has provided a vehicle key to the company, the client acknowledges and permits the company to operate and move their vehicle in order to perform related work.

Such as moving the vehicle to a shaded area.

Client consents to the collection and use of their personal information processed in accordance with our privacy policy. The Privacy policy is available to view at <https://www.utahhomedetailpros.com/privacy-policy/>

Client Responsibility On The Day of Service:

Please have a water spigot activated and accessible
Please have the exterior electrical outlet turned on and accessible
Please have all windows & doors shut tightly.
Please have all pets inside and safe from Company work areas.
Clear the work areas of sensitive items and remove all flags, doormats, vehicles, or sensitive materials from the areas being washed.
Remove personal items from the interior of vehicles and the exterior premises of property being serviced by the Company.
Please have the vehicles being serviced unlocked, and in an area suitable to be worked on. Otherwise please provide the vehicle's key so that it can be moved to a suitable work area.
When service is completed, the client agrees to perform a final inspection of work to verify the result and condition of property. It is the clients responsibility to address any concerns related to potential damages and adverse conditions that may have arisen from work performed by the company.

Corrections of Damages

Utah Home Detail Pros LLC shall only be obligated under this Contract for structural damages which are a direct result of operator error, gross negligence, or willful misconduct of the company. Damages must be discovered during the client

sign-off, delivery, and final inspection performed at the end of service. If the customer is unable to complete the final inspection and sign off after the work has been completed, then any damages must be discovered within 24 hours of work being completed. Upon receipt of written notice The Company shall be allowed 30 calendar days from date of receipt for the purpose of inspecting and repairing reported damage to property. Utah Home Detail Pros LLC shall have the sole option of repairing or contracting repair work to correct any structural damages that are a direct result of the Company.

Payment Terms

Payment is due at the end of the first day's work unless alternate arrangements have been made and initiated on the service agreement. Should a client utilize a credit card for payment, a up to a 3% possessing fee may be assessed. No fee is processed for debit transactions run as credit, debit transactions, transactions made with checks.

The Company reserves the right to process a \$250.00 cancellation fee if notice to cancel is not given within 24 hours of service appointment, or if the Company arrives and cannot complete service due to client responsibilities not being completed which were defined above, or from no call no show.

The Company reserves the right to process a \$100.00 cancellation fee for notice of cancellation 24-48 hours in advance.

There is no cancellation fee for cancellation notices greater than 48 hours in advance.

The Company reserves the right to process a \$25.00 Processing fee for any returned checks.

A security deposit may be required.

Any security deposits paid are non refundable even in the event of cancellation.

Any security deposits paid are credited to work completed, but will not credit to cancellation fees.

All sales are final.

Collection of Outstanding Debt

The Company reserves the right to recover outstanding debts owed to the Company as a result of non-payment, payment disputes, chargebacks, and bounced checks. The Company may use a debt collection agency, or attach a mechanic's lien against the property owner's property to recover debts owed. At 7 days past due, a formal notice of intent to file this lien will be sent via registered mail. A 10% fee plus a daily interest rate of 0.5% per day begins accruing after the 14th day of non payment. Utah Home Detail Pros LLC also reserves the right to enter into civil claims court to collect outstanding debt. All legal fees incurred will be added to the remaining unpaid balance. All debt collection costs incurred to recover debt will be added to the outstanding debt. This contract is binding.

Agreement to Terms

By accepting an estimate or invoice, the Client acknowledges that they have read and understand this agreement and is authorized to and agrees that all the specifications and conditions are satisfactory and hereby legally accepted. You authorize Utah Home Detail Pros LLC - DBA 'HD Mobile Detailing' formerly 'Family Home Care and Services LLC' to do the work as specified on the Invoice/Estimate form on the date of service.