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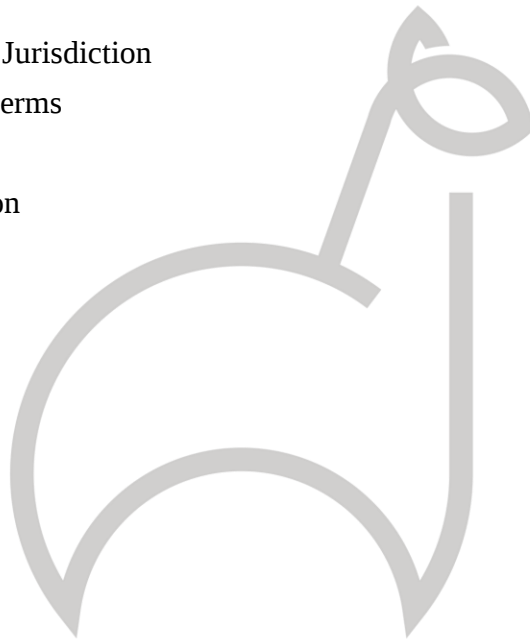
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alpaca-crew | Terms & Conditions

Effective Date: 6/1/2026

Last Updated: 10/17/2025

0.1 Acceptance of Terms

By engaging alpaca-crew's services, accessing our website, submitting service requests, or scheduling appointments, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions in their entirety. These terms constitute a legally binding agreement between you and alpaca-crew. If you do not agree to these terms, you must discontinue use of our services immediately.

0.2 Binding Arbitration and Class Action Waiver

BY USING OUR SERVICES, YOU AGREE THAT ALL DISPUTES WILL BE RESOLVED THROUGH BINDING ARBITRATION RATHER THAN IN COURT, AND YOU WAIVE YOUR RIGHT TO PARTICIPATE IN CLASS ACTION LAWSUITS. See Section 5.3 for complete details.

0.3 alpaca-crew Service Model

Understanding Our Role: alpaca-crew is a professional cleaning and property assessment service company. We directly employ trained staff who perform all on-site services.

Our Services:

- Own and operate proprietary AI technology for property analysis
- Provide scheduling and billing through our platform
- Manage customer relationships and communications
- Generate AI-powered property reports
- Administer rewards programs
- Directly employ and supervise trained staff who perform cleaning and assessment services

Service Staff:

- **Assessors:** Our trained employees who conduct on-site property evaluations, verify AI report accuracy, train service specialists on procedures and standards, and perform quality audits and site visits.
- **Service Specialists:** Our trained employees who perform professional cleaning services while documenting observable property conditions. Service specialists complete detailed post-service reports that provide data for AI-powered property insights, condition tracking, and maintenance recommendations according to alpaca-crew standards.

Employment Model: All service staff are W-2 employees of alpaca-crew working on variable schedules based on confirmed work availability. When scheduled, they are compensated as employees with all proper tax withholdings and employment protections.

Client Agreement: By engaging our services, you agree to receive services from alpaca-crew's trained employees working under our direct supervision and quality standards.

Part 1: Booking, Payments & Cancellations

1.1 Booking Process

All clients submit a Request Form through our Client Hub. You'll receive a personalized quote within 2-3 business days.

Service Options:

- Initial Assessment: \$100 (includes AI report, conducted by our assessor)
- Re-Assessment: \$100 (includes updated AI report, conducted by our assessor)
- Quote Review: Free direct quote (no assessment, no AI report)

Clients must provide accurate property information. Misrepresentation may result in service cancellation or pricing adjustment.

1.2 Deposits & Payment

Deposit: \$100 required to confirm service (applies toward final balance)

Minimum: \$225 per service

Payment Due: Within 12 hours of invoice

Accepted Methods: Credit/Debit, Apple Pay, PayPal, Venmo, Check, Cash

Payment Processing: All payments are processed through alpaca-crew's platform.

Late Payment: \$25 fee or 5% of balance (whichever is greater), service suspension, and potential collections referral. **Late Payment Interest:** Unpaid balances over 30 days may accrue interest at the rate of 1.5% per month (18% annual percentage rate) or the maximum rate permitted by California law, whichever is less. **Grace Period:** A 24-hour grace period applies before late fees are assessed to account for payment processing delays.

No Refunds: Completed services are non-refundable. Assessment fees are non-refundable under all circumstances.

1.3 Cancellation Policy

48+ Hours' Notice: Full deposit refund minus \$15 admin fee

24-48 Hours' Notice: \$50 cancellation fee

Under 24 Hours: \$100 or 50% of service cost (whichever is greater)

No-Show: Full-service amount charged

Property Access Issues: If our staff cannot access property within 15 minutes, a \$25 fee applies. After 30 minutes, full-service amount is charged.

Emergency Cancellations: Weather or circumstances beyond our control will be rescheduled at no cost.

1.4 Recurring Service Discounts

Residential:

- Weekly (4+ per month): 5%
- Bi-weekly (2 per month): 3%
- Monthly: 1.5%

Commercial:

- Daily (5+ per week): 7%
- 3x per week: 5%
- 2x per week: 3%

Discounts apply when services are completed as scheduled with current payment status. Repeated cancellations or payment issues may result in discount removal.

1.5 Additional Fees

Additional fees may apply for:

- Travel beyond standard service area
- Same-day or holiday service (25-50% surcharge)
- Excessive clutter requiring additional time beyond quoted scope
- Specialty services (high ceilings, premium products, extended-hours access)

Clients will be notified of any additional fees before service begins.

1.6 Service Charges and Gratuities

Service Charges

All amounts charged by alpaca-crew as service fees are **service charges**, not gratuities. These charges cover business operations, scheduling, AI technology, insurance, and employee compensation. alpaca-crew retains a portion of service charges for business operations and distributes the remainder to employees as wages.

Optional Gratuities - Two Methods

Clients may choose to provide additional gratuities to employees who performed services. Gratuities are entirely optional and not expected.

Method 1 - Through Payment System:

- Clients may add optional gratuities through our Jobber payment system
- These amounts are clearly labeled separately from service charges
- **100% of gratuities added through our payment system go to the employee(s) who performed the service**
- alpaca-crew retains 0% of these amounts
- These gratuities are processed and distributed by alpaca-crew but belong entirely to employees
- Gratuities paid through our system are reported to employees as taxable income

Method 2 - Directly to Employee:

- Clients may provide gratuities directly to employees outside our payment system (cash, personal payment apps, etc.)
- Such gratuities go 100% to the employee who received them
- These transactions are not processed, tracked, or reported by alpaca-crew
- Employees may accept direct gratuities but will not solicit them

Multiple Employees

If multiple employees participated in a service and a gratuity is paid through our payment system, it will be distributed among participating employees according to their level of involvement, in compliance with California tip pooling regulations.

California Labor Code Compliance

This policy complies with California Labor Code §351, which prohibits employers from using gratuities as credit toward wages or retaining any portion of gratuities. Service charges and gratuities are separate and distinct. Clients should not consider service charges as gratuities to employees.

Part 2: Service Guidelines & Expectations

2.1 Service Staff Structure

Assessors are our trained employees who conduct on-site property evaluations, collect data for AI analysis, verify AI report accuracy, train service specialists on alpaca-crew standards and procedures, and perform quality audits through site visits and performance reviews.

Service Specialists are our trained employees who perform professional cleaning services while systematically observing and documenting property conditions during each visit. They complete detailed post-service reports that capture observable wear patterns, maintenance needs, cleanliness levels, and property status changes. This documentation provides critical data that powers our AI-driven property analysis, enables longitudinal condition tracking, and delivers actionable maintenance insights to clients.

alpaca-crew's Role: We directly employ, train, supervise, and manage all service staff. We are responsible for scheduling, payment processing, AI report generation, customer communications, and establishing service standards and quality expectations.

2.2 Service Standards

We provide professional cleaning services performed by our trained employees using industry-standard methods. However, results depend on property condition, materials, and pre-existing issues.

Limitations: Not all stains, buildup, or wear can be fully remedied. Services focus on cleaning and observable condition reporting—not property restoration to original condition.

Additional Requests: Same-day service requests are subject to staff availability and may be declined or incur additional charges.

Observational Assessments: Our assessors and service specialists may provide observational feedback during service, but these observations are NOT professional inspections or diagnoses. Clients must contact licensed professionals for formal evaluations or repairs beyond cleaning scope.

2.3 Client Preparation

To ensure efficient service, clients must:

- Remove fragile or valuable items from service areas
- Provide special instructions at least 24 hours in advance
- Ensure access to water and electricity during service
- Clear pathways to all areas requiring service

Inadequate preparation may result in service delays, limited results, or additional fees.

2.4 Arrival & Access

Arrival Window: Our staff will arrive within the confirmed time window. Please allow a 30-minute grace period for traffic or route adjustments. We'll notify you of any delays.

Access Requirements: Clients or authorized representatives must be available by phone during service to address questions or unexpected issues.

2.5 Weight & Safety Limitations

Furniture Movement: Our staff do not move furniture over 50 pounds or items requiring multiple people.

Height Restrictions: Service is limited to areas reachable with standard step stools. High ceilings or elevated areas require advance arrangements and may incur additional fees.

Inaccessible Areas: We are not responsible for incomplete service in blocked or inaccessible areas. Clients should pre-clear zones requiring access.

2.6 Services Not Provided

alpaca-crew provides cleaning and observational assessments only. We do not provide:

- Pest control or mold remediation
- Hoarding cleanup or biohazard handling
- Water damage restoration
- Exterior services requiring ladders or pressure washing
- Appliance disassembly or internal component cleaning

Clients must hire licensed specialists for services beyond our scope.

2.7 Right to Refuse Service

Our staff may decline or discontinue service if conditions are unsafe, including:

- Presence of mold, pests, biohazards, or hazardous materials
- Hoarding, excessive clutter, or blocked access
- Situations posing health or safety risks
- Unrestrained pets or individuals refusing access

Onsite Refusal Fee: \$100 or 50% of service cost (whichever is greater) applies if service is refused onsite due to undisclosed hazardous conditions.

2.8 Observations & Referrals

Our staff may inform clients of visible concerns as a courtesy. These observations are NOT professional inspections or diagnoses.

Client Responsibility: Clients must consult licensed professionals for formal evaluations or repairs. alpaca-crew is not liable for work performed by third-party contractors.

2.9 Equipment & Supplies

Our Supplies: We provide professional-grade cleaning products and equipment.

Client-Provided Products: If you prefer specific products, you must supply them in advance. We are not responsible for outcomes from client-provided products, including surface damage or ineffective results.

Client Equipment: If you request use of your personal equipment (vacuums, tools), you accept full responsibility for equipment safety and functionality. We are not liable for damage to or caused by client-provided equipment.

2.10 Damage & Breakage

Our staff handle all items with care, but accidents may occur.

Not Responsible For:

- Pre-existing damage or wear
- Unsecured valuables left in service areas
- Fragile items not disclosed prior to service
- Damage to improperly installed fixtures

Claims: Damage claims must be submitted within 24 hours with supporting photos. alpaca-crew's liability is limited to the lesser of the item's actual depreciated value or the service fee for that appointment.

Comparative Negligence: If property damage results from both our employee's actions and client's contributing factors (such as failure to disclose fragility, improper installation, or inadequate preparation), liability will be apportioned accordingly, and our maximum liability may be reduced proportionally.

Part 3: Access, Security & Property Policies

3.1 Property Access

Access Requirements: Clients must provide accurate entry information (keys, codes, lockbox combinations) at least 2 hours before service.

Access Failure Fees:

- If our staff cannot access property within 15 minutes: \$25 or 10% of service (whichever is greater)
- After 30 minutes: Full-service amount charged (no-show)

Access Methods: Clients may provide lockboxes, digital codes, or in-person access. alpaca-crew is not responsible for lockouts, access delays, or failures due to incorrect information.

Access Issues Discovered Later: If our staff inadvertently leave doors unlocked, windows open, or alarms disarmed due to unclear instructions or access complications, alpaca-crew's liability for resulting security breaches is limited to the service fee for that appointment. Clients are encouraged to verify property security after service completion.

3.2 Security & Alarms

Alarm Systems: Clients must disable alarms or provide complete instructions to disarm and re-arm systems.

Not Responsible For:

- False alarms due to incorrect instructions
- Alarm monitoring fees or penalties
- Service delays caused by alarm complications

Employee-Caused Alarm Issues: If our employee triggers an alarm due to following incorrect client instructions, alpaca-crew is not responsible for resulting fees. If triggered due to employee error despite correct instructions, our liability is limited to actual alarm company fees (not consequential damages).

3.3 Keys & Entry Security

Keys and codes will be handled with reasonable care. alpaca-crew is not responsible for:

- Keys damaged or non-functional upon arrival
- Lockbox malfunctions
- Security breaches from unsecured access methods

- Rescheduling delays due to access failures

Lost or Damaged Keys: In the event keys or access devices are lost or damaged while in our possession, our liability is limited to reasonable replacement costs up to \$250. Clients should provide duplicate keys when possible rather than sole copies. Keys lost or stolen from client-provided lockboxes are not our responsibility.

3.4 Utilities & Property Conditions

Required Utilities: Properties must have functional water, electricity, and adequate lighting during service.

Minimum Safety Standards: Properties must be structurally safe with no immediate hazards (exposed wiring, flooding, severe structural damage).

Utility Failures: If utilities fail during service, service may be suspended without fee reduction.

3.5 Pre-Existing Damage & High-Risk Items

alpaca-crew is not liable for:

- Damage to worn, cracked, unstable, or previously damaged items
- Permanent stains or issues beyond standard cleaning capabilities
- Fragile, poorly installed, or unsecured items
- Items valued over \$500 not disclosed before service

Disclosure: Clients should disclose known risks and remove high-value items before service.

3.6 Health & Safety Disclosures

Required Disclosures: Clients must inform alpaca-crew of:

- Mold, asbestos, lead paint, or biohazards
- Pest infestations
- Infectious diseases in household
- Any conditions requiring special safety precautions

Hazardous Conditions: If our staff discover conditions that pose immediate danger to their safety, service may be terminated immediately. An onsite refusal fee of \$100 or 50% of service cost (whichever is greater) will apply to compensate for time, travel, and lost scheduling.

Client-Caused Hazards: Clients are responsible for ensuring properties are safe for service. If undisclosed hazards cause injury to our employees, clients may be liable for costs not covered by workers' compensation insurance, including insurance deductibles, medical cost-sharing amounts, and potential workers' compensation experience modification rate increases that affect

our premiums. This provision does not waive clients' rights to defend against liability claims or limit statutory defenses available under law.

3.7 Pet Safety

Pet Containment: Pets must be secured in a separate area during service. Unrestrained pets may result in service cancellation and applicable fees.

Pet-Related Issues: alpaca-crew is not responsible for:

- Service disruption caused by pets
- Damage caused by pets reacting to service activities
- Injury to pets that escape containment

Service Animals: Legitimate service animals may remain present with advance notice and safety protocols.

3.8 Parking & Building Access

Client Responsibility: Clients must ensure:

- Safe, legal parking near property
- Building access (gates, elevators, loading docks)
- Any required parking permits or access credentials

Parking Fees: Clients are responsible for parking violations, fees, or towing costs incurred by our staff while accessing client properties.

3.9 Insurance & Liability

Our Coverage: alpaca-crew maintains general liability insurance and workers' compensation coverage for our employees.

Client Insurance: Clients are encouraged to verify their homeowner's or commercial property insurance covers service-related incidents.

Claims: All damage claims must be submitted within 24 hours with photos. Claims require investigation and may take several weeks to resolve. alpaca-crew's liability is capped at the service fee for that appointment.

Part 4: Special Conditions & Add-On Services

4.1 Add-On Services

Add-on services must be requested in advance and may incur additional fees based on time, labor, and materials required.

Common Add-Ons:

- Interior appliance cleaning (oven, refrigerator, dishwasher)
- Carpet shampooing
- Interior window washing
- Garage or basement cleaning
- Deep cleaning of fixtures, baseboards, or blinds

Same-Day Requests: Same-day add-ons are subject to staff availability and may be declined or incur premium charges.

4.2 Holidays & Severe Weather

Holiday Schedule: alpaca-crew does not provide services on Independence Day, Thanksgiving, Christmas, and New Year's Day. Holiday service requests require one-week advance notice and incur a 25-50% surcharge.

Severe Weather: Services may be rescheduled at no cost due to unsafe weather conditions (storms, flooding, wildfires). If clients insist on proceeding during severe weather, delays or incomplete service may occur without liability.

4.3 Health & Environmental Policies

No Smoking: Smoking is not permitted indoors or near active service areas during service.

Cleaning Products: We supply professional-grade products. Clients with allergies or sensitivities must notify us in advance for alternative product selection when available.

Chemical Sensitivities: Severe sensitivities may require modified approaches. Not all requests can be accommodated depending on requirements.

4.4 Commercial Property Conditions

Business Hours: Commercial services may require after-hours access, security coordination, or minimal disruption protocols.

Industry Requirements: Certain commercial properties may have industry-specific standards or compliance requirements that affect service delivery and pricing.

Employee & Customer Presence: Commercial cleaning considers the presence of employees, customers, or business activities that may affect service timing and methods.

Part 5: Business Policies & Compliance

5.1 Communication & Technology

Automated Systems: alpaca-crew uses automated platforms (including Jobber) for scheduling, reminders, and service updates via email, SMS, or phone.

SMS Consent: By submitting a request form, you consent to receive text messages from alpaca-crew. Message rates may apply. Text "STOP" to unsubscribe or "HELP" for assistance.

Technology Limitations: alpaca-crew is not responsible for technology failures, communication delays, or system outages affecting scheduling or notifications.

5.2 Feedback & Reviews

Client feedback is welcomed and may be used for service improvement and marketing purposes. Verified reviewers may qualify for occasional service incentives.

Reviews must be based on actual service experiences. alpaca-crew may respond publicly to reviews for factual corrections or clarifications.

Dissatisfaction Remedy: If clients are dissatisfied with service quality (aside from property damage claims), they should contact us within 24 hours. We will make reasonable efforts to address concerns, which may include partial credit, re-service, or other remedies at our discretion. Continued dissatisfaction may result in service discontinuation by mutual agreement, with refund of unused prepaid services.

5.3 Disputes & Resolution

Initial Reporting: Concerns must be reported within 24 hours of service completion. alpaca-crew will respond within 5 business days and make reasonable efforts to resolve issues within 30 days.

Binding Arbitration: Any dispute arising from these Terms shall be resolved through binding arbitration in San Francisco County, California, administered by the American Arbitration Association under its Commercial Arbitration Rules.

Class Action Waiver: You agree that disputes will be resolved individually, not as part of any class action or representative proceeding. You waive any right to participate in class action lawsuits.

Exceptions: Either party may seek injunctive relief or pursue claims involving intellectual property rights in appropriate courts.

Arbitration Severability: If the arbitration clause or class action waiver is found unenforceable by a court of competent jurisdiction, it shall be severed from these Terms and all other provisions remain in full force and effect. Any disputes not subject to arbitration shall be brought exclusively in the Superior Court of California, County of San Francisco, or the United States District Court for the Northern District of California, and both parties consent to personal jurisdiction and venue in these courts.

Liquidated Damages Enforcement: Claims for liquidated damages under Section 7.3 (Unauthorized Use of AI Reports) may be pursued in arbitration or, at alpaca-crew's election, in San Francisco County Superior Court. The prevailing party in any such action shall be entitled to reasonable attorney fees and costs.

5.4 Insurance Coverage

alpaca-crew maintains general liability insurance and workers' compensation coverage for our employees. All damage claims must be submitted within 24 hours with documentation.

Insurance coverage is subject to deductibles, exclusions, and coverage limits. Clients should coordinate with their own insurance providers regarding potential claims.

Part 6: Assessments & Re-Assessments

6.1 Assessment Services Overview

alpaca-crew provides comprehensive property assessments conducted by our trained assessors. Assessments evaluate cleaning and maintenance needs, identify visible concerns, and provide data for AI-powered analysis and personalized care planning.

Assessment Purpose: Assessments are observational evaluations for cleaning and maintenance planning purposes only—NOT professional inspections, certifications, or compliance evaluations.

6.2 Initial Assessments

Fee: \$100 (non-refundable)

Initial assessments include an on-site walkthrough conducted by our assessor to evaluate current cleaning needs, identify visible wear or maintenance concerns, collect data for AI analysis, and enable generation of an AI-powered report with tier classification, service recommendations, transparent pricing, and contractor referrals when applicable.

AI Report Eligibility: Only clients who complete a paid assessment receive AI-powered reports and ongoing observational tracking.

Assessment Property Damage: Our assessors will exercise reasonable care during property documentation and photography. However, accidents may occur during on-site evaluation. Clients should secure or remove fragile items before assessments and may request certain areas be excluded from documentation. alpaca-crew's liability for property damage during assessments is limited to the \$100 assessment fee paid.

6.3 Re-Assessments

Fee: \$100 (non-refundable)

Re-assessments are follow-up evaluations conducted by our assessors for returning clients after property changes (renovations, new tenants, seasonal needs) or recurring service concerns.

Service Plan Updates: Re-assessments may result in updated pricing, recommendations, or service frequency based on changed conditions identified by our assessor and processed through our AI system.

6.4 Quote Reviews (No Assessment)

Clients who already know their service needs may submit details and photos through our Request Form for a direct quote at no charge.

No AI Reports: Quote Review clients do not receive AI-generated reports or ongoing property insights. If on-site conditions differ significantly from submitted information, alpaca-crew may adjust pricing or require an assessment before proceeding.

6.5 Assessment Scope & Limitations

Surface-Level Observations Only: Assessments are limited to accessible areas and visible conditions. Our assessors do not move furniture, remove fixtures, or access areas requiring special equipment.

Not Professional Inspections: Assessments do not include structural analysis, environmental testing (mold, lead, asbestos), code compliance verification, or professional engineering evaluations.

No Guarantee of Completeness: alpaca-crew does not guarantee all conditions, defects, or maintenance needs will be identified. Many conditions may not be visible during routine assessment visits.

6.6 Assessment Cancellation Policy

24+ Hours' Notice: No penalty

Less Than 24 Hours: \$25 cancellation fee

No-Show: Full \$100 assessment fee forfeited

Clients may reschedule once with at least 12 hours' notice at no cost. Additional reschedules may require a new assessment booking and payment.

6.7 Assessment Reports & Recommendations

Assessment reports are generated by alpaca-crew's proprietary AI system using data collected by our assessors. Reports are typically delivered within 2-3 business days and include AI-powered insights, tier classification, pricing breakdown, and service recommendations.

Professional Consultation: When assessments identify conditions requiring professional evaluation, alpaca-crew will recommend consultation with appropriate licensed professionals. Such recommendations do not constitute professional opinions by alpaca-crew.

Report Validity: Assessment findings reflect conditions observed on the specific date of service. Property conditions change over time—reports should not be relied upon indefinitely.

6.8 Assessment Liability Limitations

alpaca-crew's Liability: alpaca-crew's liability for assessment services is limited to the \$100 assessment fee paid. alpaca-crew is not responsible for:

- Conditions not visible or accessible during assessment
- Changes in conditions occurring after assessment date
- Client decisions based on assessment recommendations without independent professional verification
- Consequential damages arising from assessment findings or omissions

Part 7: AI-Powered Assessments & Liability Limitations

7.1 Purpose & Nature of AI Services

alpaca-crew owns and operates proprietary AI technology to enhance property assessments by analyzing visual data collected by our assessors, tracking condition changes over time, and generating maintenance recommendations.

Advisory Tool Only: AI-generated reports are informational tools designed to support client decision-making—NOT professional inspections, engineering evaluations, or certified assessments. All AI content is advisory only and does not constitute professional recommendations.

Proprietary Technology: All AI algorithms, methodologies, reports, and generated insights constitute proprietary intellectual property of alpaca-crew protected by trade secret and copyright laws.

7.2 AI Assessment Limitations

Observation-Based Analysis: AI analysis is based solely on:

- Visual observations during assessments and cleaning visits conducted by our staff
- Photos and notes recorded by our assessors
- Information, photos, and descriptions submitted by clients through Request Forms
- Accessible surface conditions only

Cannot Detect:

- Hidden, concealed, or inaccessible conditions
- Conditions behind walls, under flooring, or in closed systems
- Latent defects or developing issues not yet visible
- Structural, electrical, plumbing, or HVAC system integrity

Not Professional Evaluations: AI assessments do not constitute and cannot replace:

- Licensed structural inspections
- Environmental testing or certifications
- Code compliance reports
- Insurance or legal property evaluations
- Professional engineering or architectural assessments

7.3 AI-Powered Reports

Report Generation: Clients who complete paid assessments receive AI-powered reports generated by alpaca-crew that include:

- Tier classification reflecting property condition
- Visual documentation with analysis overlays
- Surface-level observations and maintenance recommendations
- Service scope and frequency guidance
- Pricing estimates based on assessed conditions
- Contractor referrals when applicable

Ongoing Reports: Assessment clients receive updated AI reports after each service visit, tracking property condition changes over time and adjusting recommendations accordingly.

Report Purpose: AI reports are designed to assist with property care planning, not replace professional inspections or diagnostics. Reports reflect observations at specific points in time and conditions may change.

Report Ownership: All AI reports and related materials remain the intellectual property of alpaca-crew and may not be reproduced, distributed, or used for commercial purposes without written consent.

Prohibited Uses of AI Reports: AI reports may NOT be used for:

- Real estate sale, purchase, or transfer decisions
- Insurance claims, underwriting, or coverage determinations
- Legal proceedings, disputes, or litigation
- Property valuations, appraisals, or financial assessments
- Loan applications, refinancing, or mortgage purposes
- Disclosure documents for property transactions
- Any purpose requiring professional inspection or certification

Reports are for internal property care planning only. Clients who provide reports to third parties for prohibited uses do so at their own risk and agree to indemnify alpaca-crew for any resulting claims, damages, or legal fees.

Report Limitations: Reports are based on available data quality and may not account for:

- Conditions developing between assessment dates
- Hidden or inaccessible issues
- Rapid deterioration or sudden changes
- Factors requiring specialized professional evaluation

No Quote Review Reports: Clients who choose Quote Review without assessment do not receive AI reports or ongoing tracking. Only paid assessment clients qualify for AI-powered reporting.

Unauthorized Use of Reports - Liquidated Damages: Clients agree that AI reports contain proprietary trade secrets and confidential business information protected by intellectual property laws. Unauthorized reproduction, distribution, or commercial use of reports constitutes breach of contract and trade secret misappropriation. Due to the difficulty in quantifying actual damages from unauthorized use, clients agree to liquidated damages of \$10,000 per unauthorized disclosure or commercial use, plus reasonable attorney fees and costs incurred in enforcement. Enforcement actions may be brought in arbitration or, at alpaca-crew's election, in San Francisco County Superior Court as specified in Section 5.3.

7.4 No Guarantee of Accuracy

Inherent Limitations: While designed for accuracy, alpaca-crew cannot guarantee AI reports will be error-free, complete, or unaffected by:

- Data quality and completeness limitations
- Environmental conditions affecting visibility during assessments
- Access restrictions during assessment
- Property changes occurring after analysis
- Technology limitations and algorithm constraints
- Human error in data input

Pattern Recognition Limits: AI systems identify patterns based on training data and may not recognize unique, unusual, or edge-case conditions falling outside established parameters.

7.5 Client Responsibility

Clients remain fully responsible for:

- Verifying all AI-generated observations independently
- Consulting licensed professionals before major property decisions
- Obtaining professional inspections, permits, and certifications as required
- All financial decisions based on AI recommendations
- Ensuring compliance with insurance requirements and local regulations

No Reliance on AI Alone: Clients should never rely solely on AI reports for significant property decisions, repairs, or investments without independent professional verification. AI reports are informational tools only.

7.6 Comprehensive Liability Disclaimer

alpaca-crew is NOT liable for:

- Errors, omissions, or misinterpretations in AI reports
- Hidden structural, environmental, or system issues not visible during assessments
- Financial loss or property damage resulting from reliance on AI insights
- Delays in acting on AI suggestions or recommendations
- Software interruptions, outages, system failures, or incomplete AI data
- False positives (incorrectly identified issues) or false negatives (missed genuine problems)
- Consequences of property conditions changing between assessment and client action
- Client use of AI reports for prohibited purposes listed in Section 7.3

Maximum Liability Cap: In no event shall alpaca-crew's total liability for AI-related services exceed the amount paid for assessment services in the 12 months preceding any claim.

Consequential Damages Exclusion: alpaca-crew shall not be liable for any indirect, incidental, special, punitive, or consequential damages including lost profits, business interruption, opportunity costs, property value diminution, real estate transaction losses, insurance claim denials, or legal fees arising from AI report content or usage.

Claims Deadline: Any claims related to AI services must be made within 30 days of the relevant report delivery or be forever waived.

7.7 Third-Party Contractor Referrals

Referral Types:

Vetted Contractors: Licensed, insured contractors reviewed by alpaca-crew or our assessors for general alignment with standards. "Vetting" consists of basic verification of licensing, insurance, and general reputation only. alpaca-crew does not verify work quality, pricing fairness, ongoing performance, or suitability for specific projects. Vetting does not constitute a warranty, guarantee, or endorsement of contractor capabilities.

AI-Generated Referrals: Contractors identified through publicly available data (online reviews, pricing information, service availability) processed by alpaca-crew's algorithms. These contractors have NOT been vetted by alpaca-crew beyond algorithmic selection based on public information.

Client Responsibility: Clients are solely responsible for:

- Selecting, hiring, and managing all referred contractors
- Verifying contractor credentials, licenses, insurance, and references
- Negotiating terms, pricing, and scope of work independently
- All outcomes, costs, quality, and disputes related to third-party contractor work

- Ensuring referred contractors meet client-specific project requirements

No Warranties: alpaca-crew makes no warranties, express or implied, regarding quality, reliability, timeliness, pricing, or performance of referred contractors. Referrals do not constitute endorsements, recommendations, or guarantees.

Referral Compensation: alpaca-crew may receive referral fees, commissions, or other compensation from referred contractors, which could influence referral algorithms and recommendations. Such compensation does not constitute quality guarantees or warranties.

Complete Independence: All referred contractors operate independently of alpaca-crew. Their actions, pricing, work quality, business practices, insurance coverage, and legal compliance do not reflect alpaca-crew's standards, capabilities, or oversight.

Client Waiver & Indemnification: Clients waive all claims against alpaca-crew arising from referred contractor performance, work quality, pricing disputes, delays, property damage, personal injury, or any damages caused by referred contractors. Clients agree to indemnify and hold harmless alpaca-crew from any third-party claims arising from referred contractor work, including but not limited to property damage claims, personal injury claims, breach of contract claims, and construction defect claims. Clients must pursue all remedies directly against contractors and their insurance carriers. **Indemnification Limitation:** This indemnification does not apply to claims arising solely from alpaca-crew's gross negligence or willful misconduct in making referrals.

7.8 AI System Performance

Continuous Development: AI systems are continuously refined, which may result in changes to analysis methods, report formats, or recommendation types without prior notice.

No Backward Compatibility: System updates may not be compatible with previous analysis methods, potentially affecting comparison accuracy between old and new reports.

System Availability: AI systems may occasionally experience temporary outages, delays, maintenance periods, or reduced performance. alpaca-crew does not guarantee uninterrupted access to AI features.

Data Dependencies: AI accuracy depends entirely on input data quality collected by our assessors. Incomplete observations, poor lighting, or access limitations directly affect analysis quality.

7.9 Privacy & Data Use

Data Scope: AI analysis uses property condition data, service history, and maintenance patterns. alpaca-crew does not collect sensitive personal information through AI tools beyond property care needs.

Data Management: All client data is managed under our Privacy Policy and never sold to third parties. Anonymized data may be used for AI system improvement and research.

Data Retention: Property data used for AI analysis may be retained longer than standard service data to enable longitudinal analysis and system improvement.

7.10 Client Acknowledgment & Waiver

By using alpaca-crew's services, clients expressly acknowledge and agree:

- AI insights are advisory tools, not professional evaluations
- Clients waive all claims related to reliance on AI-generated observations without independent professional verification
- alpaca-crew is not liable for any direct, indirect, incidental, or consequential damages related to AI-powered assessments
- Clients understand AI system limitations and accept associated risks
- Clients acknowledge responsibility to seek professional consultation for significant property decisions
- AI services do not substitute for professional expertise or licensed inspections
- Clients will not use AI reports for prohibited purposes listed in Section 7.3
- Unauthorized use of AI reports may result in liquidated damages as specified in Section 7.3

Technology Risk Acceptance: Clients accept inherent risks associated with AI technology including potential errors, system failures, analysis capability limitations, and data quality issues.

Part 8: Rewards Program

8.1 Program Overview

alpaca-crew offers frequency-based discounts to clients who maintain regular, recurring service schedules.

Eligibility: Open to all residential and commercial clients with active accounts in good standing (current payments, no policy violations).

8.2 Discount Structure

Residential Clients:

- Weekly service (4+ per month): 5% per cleaning
- Bi-weekly service (2 per month): 3% per cleaning
- Monthly service: 1.5% per cleaning

Commercial Clients:

- Daily service (5+ per week): 7% per cleaning
- Three times per week: 5% per cleaning
- Two times per week: 3% per cleaning

Discount Application: Discounts apply to base service charges only—not additional fees, add-ons, specialty charges, or assessment fees.

8.3 Maintaining Discount Eligibility

Discounts remain active while:

- Services are completed as scheduled
- Payment remains current with no outstanding balances
- Properties remain accessible and in serviceable condition
- Clients comply with all Terms & Conditions

Discount Removal: Discounts may be removed for repeated cancellations/rescheduling, property access issues, payment delinquency, or policy violations.

Discount Disputes: Decisions regarding discount removal are at alpaca-crew's reasonable discretion based on documented service history and compliance with these Terms. Clients may request review of discount removal decisions by contacting support@alpaca-crew.com within 10 days of receiving removal notification. We will respond to review requests within 5 business days.

8.4 Discount Limitations

Maximum Discount: 10% per cleaning regardless of qualifying frequency or program combinations.

No Stacking: Discounts cannot be combined with other promotional offers unless explicitly stated.

Program Modifications: alpaca-crew may adjust discount rates or program terms with 30 days' notice. Clients will be notified of material changes.

8.5 Program Termination

alpaca-crew may modify or terminate the rewards program at any time. Active discounts will remain valid through current service commitments or a reasonable transition period.

Part 9: General Provisions

9.1 Confidentiality & Privacy

Client information is protected according to our Privacy Policy and never shared without consent. All service staff receive confidentiality training and are bound by confidentiality obligations.

Clients should secure sensitive documents before service. alpaca-crew is not responsible for inadvertent access to unsecured information.

False Claims: Clients agree to indemnify alpaca-crew and its employees for any claims, damages, or legal fees arising from knowingly false accusations of theft, property damage, misconduct, or other wrongdoing against our employees. This provision does not limit clients' rights to pursue legitimate claims made in good faith, nor does it prevent reporting of suspected criminal activity to appropriate authorities. alpaca-crew may pursue legal remedies including defamation claims for malicious false accusations that damage employee reputation or business operations.

9.2 Force Majeure

alpaca-crew is not liable for delays or cancellations caused by events beyond our control, including natural disasters, extreme weather, government restrictions, pandemics, labor strikes, civil unrest, or staff unavailability.

Services will be rescheduled when possible at no additional cost.

Partial Service: If service is partially completed before a force majeure event occurs, charges will be prorated based on work reasonably completed. If less than 50% of service is completed, clients may request either: (1) completion of remaining service when conditions allow, or (2) prorated refund for uncompleted portion. If more than 50% is completed, service is considered substantially performed and full payment applies, with option to reschedule completion at no additional charge when conditions allow.

9.3 Governing Law & Jurisdiction

These Terms are governed by the laws of California. Legal proceedings not subject to arbitration shall be conducted in San Francisco County, California.

All claims must be filed within one year of the date the claim arose or be forever barred.

9.4 Modifications to Terms

alpaca-crew may update these Terms at any time. Changes are effective immediately upon posting on our website. Continued use of services after updates constitutes acceptance.

For significant changes affecting client rights, alpaca-crew may provide additional notification when feasible.

9.5 Severability

If any provision of these Terms is found unenforceable, the remaining provisions shall remain in full force and effect.

9.6 Contact Information

For questions regarding these Terms & Conditions:

Email: support@alpaca-crew.com

Address: 548 Market Street, PMB 948619, San Francisco, CA 94104

Phone: (510) 731-6110

