

Clear Bison Cleaners

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Clear Bison Cleaners Terms of Service

1. Introduction

Here at Clear Bison Cleaners, we want all our clients to understand our service expectations. We feel it is important to be fully informed on the services and our expectations. Please fully 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 we commence any work.

A. Acceptance to Terms

By accepting an estimate, the client agrees to all the terms and conditions in this agreement. You authorize Clear Bison Cleaners to do the work as specified on the estimate. You release our company from property damage unless negligence or willful misconducts cause it. Clear Bison Cleaners is not responsible for damage to lose siding, paint, wood, trim or windows that was previously noted as damage or found during the pre-inspection walk through.

B. Description of Binding Agreement

These terms and conditions serve as a binding agreement between the property owner, hereby identified as “client” and Clear Bison Cleaners employees, and subcontractors, hereby identified as “company,” for the execution or services in exchange for payment for residential or commercial exterior cleaning services. The services that Clear Bison Cleaners provide to you are subject to the following terms and we reserve the right to update the terms and condition. You will be notified of any changes. 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.

C. Authorizations

Client agrees to allow company 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 must work around other

scheduled clients and weather. Company 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 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, client agrees to inform the company and will avoid using any water during the cleaning service. If clients water source is not sufficient for cleaning service, they must inform the company so they can adequately prepare to bring water with them to cover required flow. There may be additional fees for the company to bring water to complete the cleaning service due to the extra required equipment to transport and feed the water from our tanks. This fee is assessed based off factors such as location and amount required.

Clear Bison Cleaners does not hook up to the homeowner's power as our equipment is powered by our own systems or ran on gas. We only hookup to your home's spigot for water and the only item to be touched by the crew members. Crew members are to inspect any spigot before cleaning to ensure there is no damage to area and inspection after. Per their required training, they must take before and after photos. Clear Bison Cleaners will not be held accountable for previously damaged spigots. Client will be informed of any previously noted damage. Clear Bison Cleaners will not be held accountable for any issues within or outside the home that is not related to the cleaning service. We CANNOT complete any washing service at your property if you have construction or home projects going on. Our crews CANNOT work around construction. If you plan on doing construction on areas you are looking to have cleaned, please do not schedule a washing service around it.

D. Risks and Releases of Liability Acknowledgement

i. Overview

Clear Bison Cleaners 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. Clear Bison Cleaners 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 home's 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.

ii. Inspection

On the date of service, the company 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, the company 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.

iii. Landscaping

Client understands that the company 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.

E. House Wash Acknowledgement

a) House Keeping Items

YOU MUST, have a water spigot available or other arrangement

available such as water being brought to site for us to complete services. There is additional cost for us to transport water to site (this must be discussed with office manager). WE CANNOT hookup to a water faucet, it must be a direct line.

Client must advise the company of any concerns with their water source such as being on a shallow well or a point. We need adequate pressure and consistent water-flow for our equipment. We will need to properly price and prepare for a home with poor or inadequate water.

Client understands that he or she must have property prepared and ready for washing. (Day of Service Preparation sheet). Our crew will cover any sensitive fixtures or outlets. If you do not have covers for your outside electrical outlets or fixtures, we do we require that all outside electrical outlets and fixtures are shut off by main breaker before arrival to complete washing service as an additional precaution.

Client also understands if we do a site unseen estimate based off provided photos or use of Google Earth, Google maps or other local listed information, 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 liable for any unacknowledged flaw and will do our best to point this out at date of cleaning prior to commencement of washing. If you have rust stains, soot stains, grease stains or a stain from man-made reasons, these will not come out with a regular house wash.

F) Oxidation

Client understands that any blemish or flaw or any existing oxidation will be more noticeable after cleaning. 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. When home is covered with debris, those 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. Client understands that company may not find every flaw and is not liable if it is more noticeable after wash unless it is found to be of negligence on company end. Client understands we do provide an added optional cleaning service for

oxidation removal and this is an added cost. This service is vastly different from a basic house wash.

G) Weep Holes

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 if their home is severely covered in grime that they could potentially have issues with weep holes. If you notice a faint rusty color on your siding, there is no need for alarm. If you have vinyl siding, you have something called weep holes. These holes are made by the manufactures to allow ventilation and allow any condensation to drain out. With that said, these holes make a nice little home for bugs. Debris and dirt get up inside the holes and behind the siding. When we do the wash, our solution pulls the dirt and debris, sometimes left-over water and bug juices drain from these holes after we complete the wash as it goes through the drying process. The rust color/ light faint colors your seeing is bug feces, debris, mold etc. We see this occur on sections of siding that had the heaviest buildup. This will come off with the morning dew, garden hose or rain. It is not a stain and it is not permanent. Typically, anyone that calls regarding this usually see a huge difference after the morning dew. If the weep hole runs are heavy, we will return to do a full rinse down after a visual inspection.

H) Wood or Log Sided Houses

Client understands that wood or log sided houses require special attention and needs. Certain wood materials such as cedar require special cleaners. To prevent any damage or issue with the wood, it is important to use the proper cleaning solutions and techniques. These homes require more in-depth evaluation in its current condition and client's expectations. We provide basic wash and stain or paint preparation washes. Client understands our wood expert technicians will do a thorough evaluation with you to review the proper program for optimal results around your desired needs. Client understands that our wash may break down old stain, paint or sealer that has been applied on the home in all or some areas due to the degrading strength of the stain over time. Lightening or graying of wood may still apply even after our wash.

J) Window Cleaning

a) Watertight:

Clear Bison Cleaners expects your property to be in good repair and weathertight. This includes, but is not limited to all electrical services including receptacles and light fixtures. Doors and windows shall also be weathertight. Clear Bison Cleaners is not responsible for damages as a result of water infiltration from poor or improper installation, maintenance, or repair of electrical-related items or doors or windows. Clear Bison Cleaners cannot guarantee removal of artillery fungus from exterior house surfaces.

b) Window Spotting:

Windows may become water spotted as a result of our services. Window cleaning is NOT included with pressure washing services.

K) Gutter Cleaning

Client understands that only the exterior gutters are cleaned for a house wash service. If client wants the interior gutters cleaned, this is considered and added service. Interior gutter cleaning will be priced appropriately at time of gutter cleaning request.

L) Roof Wash Acknowledgement

a) House Keeping Items

YOU MUST, have a water spigot available or other arrangement available such as water being brought to site for us to complete services. There may an additional cost for us to transport water to site. WE CANNOT hookup to a water faucet, it must be a direct line.

b) Roof Treatment

When the company completes a soft wash roof wash service, client understands that all roofs react to our solution differently and results will vary. Our solution is guaranteed to completely kill any damaging growths such as algae, moss, or lichen. Client understands that the roof will show results of a cleaning 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 buildup.

Client understands that we do not pull or force growths off from roof

material as it could cause damage. If client is insistent on having moss heads forcibly pulled from the roof, they must sign a waiver stating they release all liability to Clear Bison Cleaners for any damage and that they void the soft wash method. Client understands that this could also void their warranty with the roofing manufacturer. Therefore, we do not use any other method than soft washing when washing roofs.

c) Roof Granular Loss

Client understands that roofs over time have granular loss which is normal break down. Granular loss occurs more when it is infected with organic matter which diminishes roof life faster. Client understands that moss and lichen eat through the roofing material faster than algae and there is potential for more significant granular loss in those areas. Client understands that after a roof cleaning, you may see these areas of granular loss clearer than before because there is no longer organic matter hiding it. There is nothing you can do to avoid granular loss after an infection other than monitor the life of the shingle. 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 roof.

d) Touch Ups on roofs:

Client understands that the company may have to return to complete touch ups. It is understood that there is potential to have some light brown areas that remain after treatment on heavy patches of algae. These light brown areas are dead algae which before treatment were black streaks. If this occurs, client understands it will take some time for the remaining dead algae to come off with assistance of natural elements such as sun exposure and rain. We request clients wait 6 to 8 weeks for the brown areas to fade. If after 6 to 8 weeks, the brown areas remain, we request you contact us immediately so we can come physically view the area to appropriately determine the next step.

If roof has moss or lichen growth it will take some time for those to completely fall off. Since we do not use high pressure, we let our solution do the work. If the growth is deep into the shingle, it will take time for it to remove. Those growths will turn white when treated with our solution. The client understands that the growths will dry out and fall off as the natural elements such as wind and rain assist with the

removal process. If after 6 to 8 weeks, the growths remain we request client reaches out to company. We will then do onsite assessment to determine next step. Touch ups are determined after a 6-8-week mark which allows the proper time to determine if a reapplication of solution is necessary to completely remove the organic matter. Touch ups are not charged to the client if it has been determined that a second reapplication of solution is necessary for proper treatment on initial quote.

1. On the Day of Service:

Please have a water spigot activated and accessible. Your water must have a steady pressure of 30 PSI. We cannot connect to a water faucet; it must be a direct line for optimal pressure.

- 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 unless you have outdoor electrical box covers.
- You must remove screens if you are having windows cleaned with our purified water fed pole system. If you have heavy debris between window and screen, please remove or lift screen for better rinsing between windows.
- Please have all pet's 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, and vehicles.
- Please avoid using water during cleaning service to ensure no loss of pressure or volume.

While the company has implemented procedures and processes to cover electrical outlets, we suggest the client shut off power to all exterior outlets that are not covered with exterior covers.

The company will clean windows, but it is upon the clients to remove any window screens as they can be delicate and brittle. Removing window screens will allow the company to thoroughly clean windowsills and leave the windows streak-free if client selects window cleaning services.

2. Exclusions & Limitations

A \$50 deposit will be required to secure your cleaning service for jobs over \$300. This deposit is non-refundable. The deposit will be

subtracted from total quoted price after service is completed on your invoice. The deposit must be paid keep your scheduled slot in connection with approving the quote sent via signature. Example: A job is quoted \$300. We require a \$50.00 deposit leaving the remaining balance due after service of \$250.00. Sometimes, we may request for a higher deposit depending upon job due to material or type of cleaning. This will be outlined specifically with details from the office manager

A \$50.00 cancellation fee will be assessed if client cancels service without 72-hour notice, or if the company arrives and cannot wash due to steps **A-D** not being completed or if there is construction work happening at property that inhibits service from occurring.

A fee of \$50 will be assessed if company returns to site to review a noted issue or complaint and is found to not be caused from improper cleaning by crew. Example: We complete a house wash in the morning and get a call in the evening stating there is remaining debris on the siding. We do a full review with designated crew and field hand checklist sheets first. We return to the site to review the area. We find out that lawn care services were done that afternoon. The debris on siding was created after we completed the wash. This is not considered at fault of the company.

A \$50.00 fee will be assessed if screens are not removed for date of cleaning if service being completed is for window cleaning with purified water-fed pole system. This fee is to cover the extra time of labor to remove screens. (Client understands company is not held liable for damaged screens as screen removal entails previous arrangements with company).

A \$35.00 processing fee will be assessed for any returned checks. If water intrusion occurs, the company will not be held responsible. We make every effort to prevent this but due to unavoidable issues such as bad seals around windows and doors and cracks in concrete foundations.

Notify the company if there are any surfaces on or near the home that cannot have any form of our cleaning solution on them. If we are failed to be notified of this, the company is not responsible for any ill effect on any surfaces.

3. Content Release & Use

Client agrees to allow Clear Bison Cleaners to utilize any photos, videos, reviews, or descriptions of the property in the context of advertising for the company. The company 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 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 days. If any damage not at fault of mother nature occurs, the client will be charged the retail cost of the sign. Client must express that they do not want us to utilize any of the above via a written form by letter, text or email which will be saved to your client profile.

4. If Any Damage Occurs

Clear Bison Cleaners 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 reports to Clear Bison Cleaners within 3 days of completion of service. The company 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.

5. Payment Terms

Payment is due upon completion of work unless other arrangements were made between the client and company. If a different arrangement occurs, this will be documented and signed by both parties. We accept all forms of payment to include cash, check, credit, Venmo or Apple Pay. If paying with credit, we accept payment through our credit card processor link or the office for privacy and security of our client's information. Any invoice or scheduled payment over 10 days past due will be subject to a late fee of 7%. If payment is not received within, 30 days of past due, Clear Bison Cleaners reserves the right to file a civil claim to collect outstanding debt. Any legal fees incurred will be added to the unpaid balance of the client. Clear Bison Cleaners also reserves the right to refuse to continue

business with client who is currently past due or who has been 30+days past due more than once. This contract is binding. If client and company have a net 30 days' payment schedule, client must have payment submitted to company by 30-day grace period. Any invoice or scheduled payment that is past due 30 days after date of agreement, is subject to a 7% late fee. If payment is not received within 60 days of past due, Clear Bison Cleaners 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. Clear Bison Cleaners 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. This contract is binding.