

# **TERMS & CONDITIONS**

## **\*BY ACCEPTING THIS ESTIMATE, YOU UNDERSTAND AND ACCEPT THESE TERMS & CONDITIONS\***

**COURTESY** - While Simply Clean is on location and performing work on your property, you are responsible for keeping all children, pets as well as other individuals away from our work area. Please have all vehicles out of the driveway or parking spot directly in our working area. Simply Clean is not responsible for any damage to any cars, RV's, motorcycles, boats or any other vehicles parked inside our work zone. If you need to cancel or reschedule your appointment with Simply Clean, please give us a 24 hour notice if possible.

**PAYMENTS** - Payments to Simply Clean are due as per the estimate and are to be paid by check, credit card or cash. All balances are due upon completion, unless you are a commercial customer, the business will have 30 days net to pay all balances.

**WEATHER** - Weather conditions are an important factor in our work environment. Simply Clean may need to reschedule work due to rain, wind, lightning, snow/ice or other unfavorable weather conditions at the discretion of us. All efforts will be made to keep appointments that have been made.

**GUTTER CLEANING** - Simply Clean cannot address any clogging occurring below ground level. We also do not remove any type of gutter protection (guards) on the gutters themselves or make any repairs to the gutter system.

**LOW PRESSURE HOUSE WASH** - Simply Clean is not responsible for any leaky doors, windows, roofs, all types of siding material, electrical outlets, doorbells or outdoor lighting that could cause interior damage or damage in general because of the washing they are performing. We are also not responsible for any outdoor electronics such as but not limited to: cameras, tv's, speakers, stereo radio's or ceiling fans. Simply Clean does provide limited property protection and do our best to avoid areas of concern if we are made aware prior to starting the job. Simply Clean will not be held liable for any prior existing damages of any kind. It's understood we are not cleaning the outside of your windows when we wash your house. We do treat the windows with our cleaning solution and rinse though. Windows can spot depending on how hard the water is in your area. We do though offer a professional window cleaning service for an additional cost if you so choose. \*Simply Clean is not responsible for any warranty issues that may arise because of the washing, cleaning or maintenance that we provide.

**SIDING OXIDATION** - Due to widespread problems with vinyl siding or any siding in general, which can deteriorate in the sunlight and become oxidized, which leaves a white chalky substance on surfaces, also a uneven look in color on the siding itself. Simply Clean will not be liable for any splotchy or uneven patches on the homeowners siding prior to, after the house wash or for oxidation damage that's already present. It is accepted and understood by ALL parties that the industry standards of a low pressure wash procedures will be used and such procedures can safely remove mold, mildew, algae, dirt and other organic matter from the surfaces to be cleaned without damage to the siding.

**HARDIE BOARD** - Simply Clean is not responsible for any paint variations prior to, during or after the house wash process. Some paints are known to react to a wash and go to a lighter shade after the house washing process, due to organic pigment put in certain paints. We will do a test spot prior to washing but there is no guarantee all the painted siding is good, but spot testing is one way to gauge it.

**CONCRETE SURFACES** - Simply Clean is not responsible for any chipping, deteriorating, cracking or flacking of concrete that is not already in good structural shape. We are not responsible for any prior or existing damages to the concrete, known or unknown. Also, not all stains will come out of concrete, especially if they've been there for awhile, we will do our best to lighten the stain though.

**ROOF WASH** - Our cleaning process for roofs does not involve the use of high pressure or brushes. Therefore, all visible moss or algae may not be completely removed at the time of the service. Any dead moss or algae will take 3-5 weeks to shrink away from the shingles and weather off naturally with the wind, rain and other elements (weathering period). \*Let us know if you have any leaking gutters or downspouts that run underground, as this could affect the vegetation around those areas. \*You may notice some browning of grass at downspouts. This is only a temporary condition and normal growth will return in a few weeks. If your downspouts drop into a flower bed or near bushes, we will bag the gutters to catch any runoff.

**PRESSURE WASHING - MOVE ITEMS** - Please remove any items off your deck, patio, porch or stoop that you do not want to get wet or possibly get chemicals on. Simply Clean is not responsible for any items left in these areas. For a small additional fee, we can move and put back your items if you so choose. Should we need to move your items from these areas to perform our job, we will not be responsible for any possible damages that occurs in the moving of your items.

**WINDOW CLEANING- MULLIONS/GRATES** - Simply Clean is not responsible for already damaged mullions/grates or mullions/grates we remove that are over 3 years old. Over time these mullions dry out, get brittle and can break or split with standard removal process, although not often, we just want you to be aware.

**WINDOW CLEANING - MOVE ITEMS** - Please move any items that would impair access to windows that need to be cleaned. We need to be able to access the windows to clean them properly. If we have to move items to gain access to the window to clean, there might be a slight charge for this and we will not be responsible for any damages to items we are moving. We can also skip the window if you so choose.

**WINDOW CLEANING - STORM WINDOWS** - If in the process of disassembling, cleaning or reinstalling storm windows and breakage occurs as a result of there being worn, aged joints, tight fitting assembly or the window and storm itself is not operating as it is designed to do (missing/broken parts), Simply Clean is not liable for the damage or cost to repair. Of course, if breakage is due to our mishandling or an accident on our part, we assume full responsibility and will promptly take care of it at no charge.

**WINDOW CLEANING - SCRATCHES** - Simply Clean is not liable for the window cleaning process or of any damages or scratches that are already present to the glass. Glass can possibly produce scratches when you use standard window cleaning techniques to remove debris from the glass surface. This can be caused by poor quality glass from the factory or what we call, "fabricating debris" in the glass at the time of manufacturing. Also, more importantly damage from the debris itself (mortar, concrete, etc.), that is being removed from the glass. It is accepted and understood by ALL parties that properly used specialized window scrapers, chemicals and non-abrasive cleaning pads are standard tools and techniques for window cleaning and will remove limited amounts of debris (plaster, paint, texture, tape, stickers, mortar, concrete, caulk etc.) from the glass. Glass manufactures, contractors and sub-contractors should be held responsible for any debris in or on the glass and the risk of its removal. \*Simply Clean is not responsible for any damages to the window in this cleaning process or damages that's already present.