

# TERMS & CONDITIONS

**\*BY ACCEPTING THIS ESTIMATE OR INVOICE, YOU UNDERSTAND AND ACCEPT THESE TERMS & CONDITIONS BELOW, ANYTIME WE'RE AT YOUR PROPERTY WORKING\***

**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. Simply Clean will not be responsible for any individual or pet in our work areas. This also includes any fish or aquatic life in nearby water/ponds, you take on the responsibility and risk when we perform work in those areas.

Please have all vehicles out of the driveway and away from 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 at least a 24 hour notice.

**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 that day, 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, temperature, lightning, snow/ice or other unfavorable weather conditions at the discretion of us. All efforts will be made to keep appointments and make your deadlines.

**GUTTER CLEAN-OUT** - Simply Clean cannot address any clogging occurring below or underground. We also do not remove any type of gutter protection (guards) on or in the gutters themselves. We also do not make any repairs to gutter systems.

**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 work or washing they are performing. **Simply Clean expects your property to be in good repair and weathertight.** 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 professionally cleaning the outside of your windows when we wash your house. We do treat the windows with our cleaning solution and rinse thoroughly though. Windows and darker colored (Blue, Red, Brown, Green, Black) vinyl, window frames, gutters/downspouts or doors can spot temporarily after a wash, this is depending on how hard the water is in your area. The water can leave minerals behind as it dries, we have no control over how hard your water is. \*Simply Clean is not responsible for any warranty issues that may arise because of the washing, cleaning or maintenance that we provide.

**OXIDATION** - Due to widespread problems with vinyl siding or any surfaces in general, which can deteriorate in the sunlight (UV Rays) and become oxidized, which can leave a white chalky substance on surfaces, also a uneven look in color, especially darker colors (Blue, Red, Brown, Green, Black) on the siding itself. Simply Clean will not be liable for any splotchy or uneven patches on the homeowners siding or surfaces prior to, during or 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.

**PAINTED SURFACES** - Simply Clean is not responsible for any paint variations or color changes prior to, during or after the house wash process. Particular paints can possibly react to a wash and can go to a lighter shade after the house washing process, due to organic pigments put in these paints that we aren't aware of prior to. Although this is not a widespread issue, it's worthy to make mention of this. If you know the paint used at your residence and have concerns, please let us know. We always do a test spot prior to washing to see if there's a reaction, but there is no guarantee all of the painted surfaces used the same paint.

**CONCRETE-BRICK-STONE SURFACES** - Simply Clean is not responsible for any chipping, deteriorating, cracking or flaking of surfaces that is not already in good structural shape during our cleaning process. We are not responsible for any prior or existing damages to the surfaces, known or unknown. Also, not all stains will come out of surfaces, especially if they've been there for awhile. We will do our best to lighten the stain with specialized chemicals, brushing and hot water, but understand in some instances there still can be a shadow of a stain left.

**WATER USAGE** - You agree to provide Simply Clean the right to use on-site water supply as needed to complete the stated project without compensation. We do bring some water with us in a storage tank, but without a continuous water supply, we will not be able to service your residence or business.

**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.

**PRESSURE WASHING - MOVE ITEMS** - Please **remove any items prior to our arrival from your deck, patio, porch, stop or from around your house, so we can clean those area's. If we can't access the work area for any reason, we will skip that area.** Simply Clean is **not responsible for any damages to items left in our work area.** If we agree to move your items, listed in your estimate, from these areas to perform our job, we will not be responsible for any possible damages that occurs in the moving these items.

**WINDOW CLEANING- MULLIONS/GRATES** - Simply Clean is not responsible for already damaged mullions/grates or mullions/grates we have remove. 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 of this.

**WINDOW CLEANING - MOVE ITEMS** - Please **move any items prior to our arrival that would impair access to the windows** that need to be cleaned. **If we can't access the windows for any reason, we will skip that window.** If we agree to move your items, listed in your estimate, from these areas to perform our job, we will not be responsible for any possible damages that occur in moving these items.

**WINDOW CLEANING - SCRATCHES** - Simply Clean is not liable for the window cleaning process or 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. More importantly, damage from the debris itself (mortar, concrete, etc.), that is being removed from the glass can cause damage to the window too. 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.