**TERMS & CONDITIONS**

Here at Power Wash Renew, 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.

**Description of Binding Agreement**

These terms and conditions serve as a binding agreement between the property owner, hereby identified as “client” and Power Wash Renew and its owners, employees, and subcontractors, hereby identified as “company,” for the execution or services in exchange for payment for residential or commercial exterior cleaning services to include pressure washing and non-pressure washing. The services that Power Wash Renew provide to you are subject to the following terms and we reserve the right to update the terms and conditions any time without notice to you. 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.

**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 have to 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. Power Wash Renew does not hook up to the homeowner’s power as our equipment is powered by our own systems or ran on gas. We do require that all *outside* electrical outlets and fixtures are shut off before arrival to complete washing service. The only hookup is to your homes spigot for water and the only item to be touched by the crew members. Crew members are to inspect any spigot previous to cleaning to ensure there is no damage to area and inspection after. Per their required training, they must take before and after photos. Power Wash Renew will not be held accountable for previously damaged spigots. Client will be informed of any previously noted damage. Power Wash Renew will not be held accountable for any issues within or outside the home that is not related to the cleaning service.

**Risks and Releases of Liability Acknowledgement**

Power Wash Renew 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. Power Wash Renew 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 manufacture’s recommendations on the homes 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.
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.
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 plant of action after evaluation of plant life.

**House wash acknowledgement**

Client understands that any blemish or flaw or any existing oxidation will be more noticeable after cleaning. Vinyl sided 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 reliable if it is more noticeable after wash unless it is found to be of negligence on company end. Client also understands if we do a site unseen estimate based off provided photos or use of Eagle eye software, 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 reliable for any unacknowledged flaw and will do our best to point this out at date of cleaning. 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 they must shut off all outside electrical outlets and fixtures at the breaker box prior to service.

**Roof wash acknowledgement**

When the company completes a 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. It is understood that there is potential to have some light brown areas that remain after treatment. These light brown areas are dead algae which previous to 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. 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.

**On the Day of the Service:**

1. Please have a water spigot activated and accessible
2. Please have all windows and doors shut tightly
3. Please ensure you shut off all outside electrical outlets and fixtures at breaker box prior to arrival
4. Please have all pet’s inside before and during cleaning
5. Please clear the work areas of all items and remove all sensitive materials from the areas being washed such as flags, doormats, and vehicles.
6. Please avoid using water during the cleaning service to ensure no loss of pressure or volume.

**Content Release & Use**

Client agrees to allow Power Wash Renew 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 Occurs**

Power Wash Renew 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 Power Wash Renew *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.

**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 forms of payment to include cash or check.

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 20% late fee.*** If payment is not received ***within 60 days past due,* Power Wash Renew** ***reserves the right to file a civil claim and collect outstanding debt.*** within, 60 days of past due, Power Wash Renew 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. Power Wash Renew 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.

**Acceptance of Terms**

By accepting an estimate, the client agrees to all the terms and conditions in this agreement. You authorize Power Wash Renew to do the work as specified on the estimate. You release our company from property damage unless it is caused by negligence or willful misconducts. Power Wash Renew 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.