

Neighborhood Wash

CUSTOMER CONTRACT

Neighborhood Wash wishes for the customer to understand our company's expectations in exchange for the services we provide. We specialize in exterior cleaning services, such as pressure washing, soft washing, roof cleaning, deck cleaning, and gutter cleaning to our customers in accordance with the terms of this contract.

Acknowledgment and agreement by the customer(s) permits Neighborhood Wash to perform the aforementioned services at the customer's property in accordance with the terms of this contract as follows:

1. Acceptance of Terms.

The customer understands that by accepting an estimate provided by Neighborhood Wash, the customer agrees to all of the terms and conditions contained in this contract. The customer authorizes Neighborhood Wash to accomplish the job specified in the estimate.

2. Authorizations.

The customer shall allow Neighborhood Wash access to the customer's property to accomplish the requested cleaning services. The customer further agrees to allow Neighborhood Wash to visit the property prior to the date of service for assessment. Proper notice for the visits will be given.

3. Risks and Releases of Liability.

a. The customer agrees to hold Neighborhood Wash harmless for any property damage not caused by the company's negligence. Neighborhood Wash is not responsible for damages already documented during pre-inspection, including but not limited to, damages to loose siding, paint, wood, trim, windows, oxidation, landscaping, or roofing.

b. On the date of the cleaning service, Neighborhood Wash will document any pre-existing damage to the area to be serviced using a checklist sheet that will be signed by the customer and Neighborhood Wash.

c. Neighborhood Wash has a set of procedures to protect plant life in the area. The customer understands that cleaning or washing may be scheduled during midday sun, and there is a possibility of leaf burn, as water can get around the plant during the cleaning procedures.

4. House Wash Acknowledgment.

a. The customer understands that any existing oxidation, flaws, and blemishes will be more visible after cleaning. Vinyl siding that lacks maintenance and is exposed to the sun is susceptible to oxidation. Oxidation can cause a chalky, white powder on the surface, thus eliminating the clear luster. The effects of oxidation can be noticeable only after cleaning, as it can be covered with dirt and debris.

b. The customer understands that during house wash service, the customer will also receive basic exterior window cleaning. This is different from the window cleaning done with a purified water pole system. The basic cleaning will remove dirt and debris off windows but can leave water spots. Neighborhood Wash suggests removing window screens for a more effective wash, but does not guarantee water spots or "hazing" will not occur.

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5. Roof Treatment Acknowledgment.

- a. The customer understands that Neighborhood Wash uses a cleaning solution that is guaranteed to kill damaging growths like algae, moss, or lichen and stop further damage. Each roof is different and results can vary. Neighborhood Wash will not scrape off or physically remove moss or lichen.
- b. The customer understands that roofs naturally suffer granular loss over time. Algae, moss, and lichen can cause more significant granular loss. Also, after a roof cleaning, areas affected by granular loss are more visible since no organic matter is covering it.
- c. Touch-ups on roofs may be needed after washing. Occasionally washing may leave light brown areas after treatment and washing. These are just dead algae, or the black streaks before treatment and should come off with the help of rain and sun exposure. Usually these traces will fade after 6 to 8 weeks or longer, especially on shingles. If the traces do not fade after 6 to 8 weeks, the customer can contact Neighborhood Wash to determine if the reapplication of the solution is needed.

6. The customer understands that Company is not responsible for the following:

- Removing wasp nests
- Bird nests that are unreachable
- Cleaning in the form of a “stripping” service
- Storm windows and leakage
- Uncovered outlets & old outlets that have dry-rotted and become unsealed.
- Faulty electrical outlet covers, allowing water to seep in and enter the outlet, causing fires or the breaker to throw.
- Furniture removal & reinstall
- Weep Holes and dirt buildup from behind a weep hole causing runs. Vine remnant and removal
- Artillery fungus
- Paint splatters - we cannot remove these.
- Tree sap
- Well water problems
- Window spotting as a result of the house washing process.
- Neighborhood Wash is not responsible for the rare fogging issue with multi-pane windows with bad seals.
- Paint runs & fading - It is the customer's responsibility to understand the type of paint on the home. Some types of paint, such as organic based paints are notorious for runs and fading with standard house wash procedures. Neighborhood Wash is not liable for paint runs or fading with these types of paint.
- Neighborhood Wash does not guarantee that all stains will be 100% removed.

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7. Exclusions & Limitations.

a. Access to water with adequate pressure will be determined between the customer and Neighborhood Wash at the time of the pre-service walk-through so that other arrangements may be made to be able to complete the washing and rinsing process. This cannot be maintained if there is water failure and will then affect the cleaning process.

b. Neighborhood Wash will not be held responsible for water leaks and intrusion. As much as Neighborhood Wash makes every effort, there are times when it is inevitable due to inadequate seals on windows and doors or cracks on walls and foundations

8. Neighborhood Wash's Damages Liability

Neighborhood Wash is liable for any damage to properties that is a direct result of the company's negligence like operator errors and willful misconduct. Damages must be reported to the company not more than two days after the completion of the cleaning service, otherwise those damages are waived. The customer agrees to allow Neighborhood Wash 30 calendar days from the date of being notified of any potential damages to inspect and cure the issue(s) prior to the customer initiating any action related to the alleged damages. This contract, by and between Neighborhood Wash and our customer, is made effective the moment that customer accepts Neighborhood Wash's proposal or estimate.

9. Content Use & Release.

Signing this contract acknowledges that Neighborhood Wash may use photographs of the customer's house on the company's website and social media for before and after comparisons. We will not use full house photographs or release the address of the property in respect to the customer's privacy

10. Cancellation

We understand situations arise that may require the customer's cancellation of service. We request that the customer gives Neighborhood Wash at least 48 hours notice of cancellation.

11. Payment Terms.

Payment for service is due within 10 days of receipt of the invoice. Neighborhood Wash accepts checks or payment through Paypal. Any invoice or scheduled payment over 10 days past due will be subject to a 7% late fee. Returned checks will be subject to a \$45 fee. If any invoice or scheduled payment goes 30 days past due, Neighborhood Wash shall have the right to file a civil suit to collect the outstanding debt.

ENTERED INTO THIS _____ DAY OF _____, 2022.

Neighborhood Wash _____

ENTERED INTO THIS _____ DAY OF _____, 2022.

Customer _____