



## Terms and Conditions

Please thoroughly review these Terms and Conditions and let us know if you have any questions or concerns about any information contained in this agreement before scheduling service. All Clients are required to read and agree to these Terms and Conditions before accepting work outlined in any estimate.

These Terms and Conditions, together with any applicable service descriptions (“Services” or “Cleaning”), serve as an agreement between the party entering into an order (“Client”) and DoJoRo LLC d.b.a. Strike Power Wash (“SPW”) its owners, employees, and subcontractors for the execution of Services including residential or commercial exterior cleaning Services to include pressure washing and non-pressure washing Services in exchange for payment.

**By accepting an estimate**, Client agrees to the following Terms and Conditions -

Client authorizes SPW to complete the work as specified in the estimate. Client forever releases SPW from damages due to improperly installed siding, loose siding or shingles, broken or opened windows, improperly sealed windows and doors, wood rot, defective construction, improperly secured wires, loose or improperly installed gutters or improper caulking.

SPW is not responsible for damages to concrete or paver sand that is loose or may wash away during the Cleaning process.

Client understands that blemishes, flaws or existing oxidation may be more visible after a cleaning. Aluminum or vinyl-sided homes that have not been maintained or have continuous sun exposure will be most susceptible to oxidation. Client understands that SPW is not responsible if oxidation is more noticeable after cleaning.

It is Client’s responsibility to remove any objects that may be damaged by water pressure or cleaning solutions prior to scheduled date of work. SPW is not responsible for damages to any personal property in or around the work areas.

### Property Access

Client agrees to allow SPW on the property for the purposes of completing cleaning services as 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 allows SPW 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 SPW to utilize their residential water source via outdoor spigot, which will be turned on and easily accessible on the date of service. If a water source is not readily available, or insufficient for cleaning service, Client must inform SPW so we can adequately prepare to bring water to cover required flow. There are additional fees for SPW 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 by location and amount of water required to complete Service.

SPW will inspect spigot before connecting to ensure there is no damage to area. SPW will take pictures of spigot before and after connectivity. SPW will not be held accountable for previously damaged spigots. Client will be informed of any damage found during spigot inspection. SPW will not be held liable for any issues within or outside the home that are not related to the Service.

## Risk and Release of Liability Acknowledgement

SPW technicians are well trained in pressure washing techniques and take extreme precautions in making sure that we do not cause harm to your home. We use low pressure on delicate surfaces such as siding. However, damage may still occur to delicate surfaces and/or low-grade building materials. Prior to Cleaning any Service area, Client is required to inform SPW of any delicate or previously damaged areas.

Client is responsible for ensuring that all windows and doors are sealed prior to Service. SPW will not be held liable for any water intrusion.

Client must notify SPW prior to Service if there are any surfaces on or near the home that cannot have any form of cleaning solution(s) or water pressure on them. If Client fails to notify SPW, Client will be responsible for any damages.

Client assumes all risks and takes responsibility for any damage that occurs due to improper maintenance of any area to be cleaned, including any areas not previously identified or known to or by Client.

On the date of service, SPW will identify and take pictures of any pre-existing damaged areas on a Property Damage Checklist with the Client present and have them sign it. If Client is unable to sign at time of noted damage, SPW will take photos of damaged area and not attempt any work around the damaged area until Client is notified. If any new damage is found during the



cleaning process, SPW will cease all cleaning efforts until the client reviews and acknowledges damage and authorizes SPW to continue with Service.

SPW has procedures to protect plant life around the area of cleaning from chemicals and/or water pressure. SPW will note any damage to plants or vegetation prior to service. Client understands the potential for leaf burn as chemicals can get on and around plants during the cleaning process. SPW will thoroughly rinse all plants and vegetation before, during and after contact with chemicals to prevent or minimize damage to these areas. SPW is NOT responsible for any damage to plants or vegetation that may encounter chemicals during the cleaning process.

## Windows & Screens

Client understands that during a house cleaning, windows will be rinsed with the rest of the house. There is a difference between a window cleaning and window rinse. SPW does not offer window cleaning services but we will rinse windows when cleaning the house.

SPW highly recommends removing your screens prior to Service to allow any debris between the window and screen to be rinsed away during cleaning. Screens are delicate and if they are brittle, they can break. If screens are not removed by Client, SPW will not be liable for damage caused to screens during the cleaning process.

## Roof

SPW does not clean roofs as part of Service. If Client wishes to have their roof cleaned, SPW will contract a third-party partner to provide service.

## Gutters

SPW may be hired to clean gutters. We will remove leaves and debris from gutters and blow out down spouts with a leaf blower. If gutters are loose or damaged, Service will cease, and Client will be notified. SPW cannot determine gutter health from a ground inspection. It is Client's responsibility to ensure gutters are secure and must notify SPW of any existing damage.

## Client Expectations on Day of Service

1. Client driveway must be clear to allow access for SPW equipment.
2. Client must have an accessible outside water spigot with a steady water pressure of 40 PSI.
3. All windows and doors must be closed and sealed.



4. All window screens should be removed.
5. Outside electrical outlets and fixtures should be turned off at breaker box.
6. All pets must be secured inside home before and during cleaning.
7. Client is responsible for the removal and replacement of furniture, grills, planters, flags, hanging plants etc., from decks, patios and surrounding areas of the home. Should SPW need to remove items from work area, we will not be responsible for any damage to personal items. An additional hourly rate of \$100 may be applied for time and labor devoted to the removal and replacement of personal items.
8. Any item that utilizes water must not be activated (i.e. washing machines, showers, dish washers etc.) during Service.

## After Service

Siding severely covered in grime may have issues with weep holes. If you notice discoloration on your siding after a cleaning, there is no need for alarm. When we do the wash, our solution dissolves dirt and debris, and sometimes left-over water and debris that is behind the siding will continue to drain for a few hours. If discoloration at weep holes is noticed, simply hose it off.

## Damage Mitigation

SPW will be obligated under our Terms and Conditions for any damages that are a direct result of operator error, negligence, or willful misconduct. Damages must be discovered and reported to SPW within 24-hours of completion of service. SPW will be allowed 30-calendar days from the date of written receipt to inspect the premises and has the sole option to repair or contract repair any damages that were a direct result of negligence.

## Payment Terms

- A \$75 deposit is required to secure your cleaning service. Client may reschedule 72-hours prior to scheduled time of service. If Client does not reschedule 72-hours prior to date and time of scheduled service, deposit is non-refundable. Deposit will be subtracted from total quoted price after service is completed.
- A fee of \$75 will be assessed if SPW returns to site to review a noted issue or complaint that is not found to be caused from improper Service.
- A \$45.00 processing fee will be assessed for any returned checks.
- Payment in full is due at the completion of work via cash, check money order or credit card.

## Content Release & Use



Client agrees to allow SPW to use any photos, videos, reviews, or descriptions of the property in the context of advertising. SPW will use these photos, videos, or descriptions without any compensation to the Client. The Client agrees not to seek punitive action in a civil court of law regarding the use of collected media. We will not include sensitive information such as addresses or names.

## Acceptance of Terms

By signing this document, Client agrees to all the Terms and Conditions stated herein and authorizes SPW to complete Service as noted in the estimate.

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CLIENT PRINTED NAME

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DATE

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CLIENT SIGNATURE