

PULSIFER PRESSURE PRO

Terms and Conditions

I. Introduction

These Terms and Conditions govern the exterior cleaning services provided by Pulsifer Pressure Pro to the Client. **By scheduling and engaging the Company's services, the Client acknowledges and agrees to the terms outlined herein.**

This service is a wash, not a restoration. Just as you wouldn't expect a scratch to disappear at a car wash, surface flaws such as oxidation, calcium deposits, rust stains, concrete splatter, and other pre-existing damage **may** become more visible after cleaning. These issues are not caused by the cleaning process but are often revealed once the surface is free of dirt and buildup.

If you are aiming for a like-new appearance, we highly recommend an annual or bi-annual cleaning schedule. Please do not expect perfection from a single cleaning—similar to washing a car that has been parked outside for 10 to 20 years and expecting showroom results after one wash. If you're looking for a **more detailed or intensive cleaning**, please let us know in advance so we can adjust your estimate and plan accordingly.

II. Scope of Work

The Company will perform the exterior cleaning services as outlined in the provided estimate or contract. **While we strive to deliver the highest quality results**, outcomes may vary depending on the surface condition, age, and type of contaminants present. The Company reserves the right to refuse or postpone service if conditions are deemed unsafe or prevent the successful completion of the agreed scope of work. As a seasonal business, it is important to maximize available working hours. We may arrive as early as 6:00 AM to begin setup; however, engine-powered equipment will not be operated before 7:00 AM. Work may extend as late as 9:00 PM, depending on project needs and available daylight. If these hours present an issue, it is **the customer's responsibility to notify us in advance.**

III. Client Responsibilities

The Client agrees to provide access to water and electricity if required for the service. **Prior to our arrival, the Client must remove personal belongings, furniture, decorations, flowers, vehicles, and any fragile objects from the work area.** If these items are not removed beforehand, a fee of \$205 per hour will be charged for time spent by the Company clearing the area. Should the Client prefer the Company to handle removal, advance notice **must** be provided so the estimate can be adjusted accordingly.

Obstructions in the work area may result in additional charges or, if they prevent service entirely, a minimum service charge of \$300. Common causes include open windows, unsecured pets, or blocked access to the work area.

IV. Cancellation and Rescheduling

Client cancellations must be made at least **72 hours** in advance of the scheduled service date to avoid a cancellation fee. Cancellations made within 72 hours of the appointment will incur a \$300 fee. Clients may reschedule their service without penalty if they provide at least 48 hours' notice. The Company reserves the right to cancel or

reschedule appointments due to weather conditions, equipment failure, or emergencies. Clients will be notified as early as possible in such cases.

V. Quotes and Pricing

All quotes provided by the Company are valid for a period of **30 days** from the date of issuance. Prices are based on the number of areas or units to be serviced and are subject to adjustment if there are changes to the originally agreed scope of work.

VI. Payment Terms

Full payment is due upon completion of services unless otherwise specified in writing. A late fee of **20%** per month will apply to all overdue balances. The Client is responsible for ensuring prompt payment to avoid additional charges.

VII. Liability and Insurance

The Company is **not** responsible for any pre-existing damage such as chipped paint, cracked siding, or loose fixtures. Clients are encouraged to disclose any known issues before service begins. Due to UV exposure, many surfaces develop **oxidation**, which may appear uneven or chalky after cleaning. The Company cannot be held responsible for such natural effects.

While we take great care to avoid disturbing landscaping and delicate surfaces, the Client must notify us of any particularly vulnerable areas in advance. The Company uses industry-standard cleaning solutions which, although generally safe, may affect certain plant life or sensitive materials if not identified beforehand.

The Company carries liability insurance for damages resulting from proven negligence. The Client agrees to indemnify and hold harmless the Company for any claims, losses, or damages arising from conditions outside of the Company's control, unless caused by gross negligence.

VIII. Warranties and Limitations

The Company **does not** guarantee the complete removal of all stains or contaminants. Some materials and surfaces may have deep-set stains, discoloration, or wear that cannot be fully restored. We are not responsible for any damage caused by structural defects, poor maintenance, or conditions existing prior to our service.

IX. Weather Conditions

The Company reserves the right to postpone services due to unfavorable weather conditions such as rain, snow, or extreme temperatures. These delays are necessary to ensure quality results and safety. Clients will be notified and rescheduled as soon as possible.

X. Photography and Marketing

The Company may take before-and-after photographs for internal documentation and marketing purposes. If the Client does not wish for photos to be taken or used, they must submit a written request prior to the date of service.

XI. Walkthrough and Expectations

A walkthrough of the property will be conducted prior to beginning the service to confirm the scope of work and address any specific concerns the Client may have.

XII. Changes to Services

Requests for additional services not included in the original estimate will require a new written agreement and may result in additional charges. Any modifications to the scope of work must be mutually agreed upon in writing by both the Client and the Company.

XIII. Termination of Agreement

The Company may terminate this Agreement at any time with written notice to the Client. Similarly, the Client may terminate the Agreement in writing. In the event of termination, any work completed up to that point will be invoiced and must be paid in full.

XIV. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the state in which services are performed.

XV. Dispute Resolution

In the event of a dispute, both parties agree to attempt resolution through mediation. If mediation is unsuccessful, disputes shall be resolved through binding arbitration under the rules of the American Arbitration Association.

XVI. Acceptance of Terms

By accepting the estimate and scheduling services with Pulsifer Pressure Pro, the Client agrees to all terms outlined in this Agreement.

XVII. Property Access and Safety

The Client agrees to provide safe and unrestricted access to all areas scheduled for service. If access is unavailable or unsafe upon arrival, the Client will be subject to a minimum service charge of \$300. For safety reasons, pets must be secured and children must be kept away from the work area during the service.

XVIII. Rust, Efflorescence, and Stain Removal Limitations

The Company does not guarantee the complete removal of stains such as rust, battery acid, efflorescence, oil, or deep concrete discoloration. Specialized treatments may be offered at an additional cost; however, results are not guaranteed due to the nature of such stains.

XIX. Water Use and Environmental Discharge

Unless otherwise arranged, the Client consents to the use of their water supply during the service. The Client is responsible for understanding and complying with local ordinances related to water runoff and discharge. The Company is not liable for environmental fines unless they result directly from our negligence.

The Company is also not responsible for water spots or mineral deposits left behind as a result of using the Client's water supply. These can occur naturally due to hard water and are outside of the Company's control.

XX. Damage from Fragile or Aging Materials

The Company is not responsible for damage to fragile or aging materials such as loose bricks or mortar, deteriorated concrete, peeling paint, damaged trim, or faulty caulking. If surfaces appear too fragile to safely clean, the Company reserves the right to exclude them from service.

XXI. Force Majeure

The Company shall not be held liable for delays or failure to perform services due to causes beyond its control. These may include natural disasters, severe weather, acts of God, pandemics, government regulations, or supply chain disruptions.

XXII. Right to Refuse or Stop Work

The Company reserves the right to refuse or discontinue service if unsafe conditions are present, if the Client is uncooperative or disrespectful, or if unauthorized changes to the scope of work are requested without proper agreement or compensation.