

# **MONTORE BUILDING SERVICES, LLC**

## **Softwash Agreement**

Here at Montore Building Services dba Squeegee Squad, 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 Montore Building Services dba Squeegee Squad 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 Montore Building Services dba Squeegee Squad 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 of Service link via our website, email communications or any other communications such as estimate or invoice links.

### **Authorization(s)**

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 time frame 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 Montore Building Services dba Squeegee Squad will do their best to accommodate for a quick reschedule but must work around other scheduled clients and weather. Montore Building Services dba Squeegee Squad 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 water source via outdoor spigot if necessary, 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. If client's water source is not sufficient for cleaning service, they must inform Montore Building Services dba Squeegee Squad, so we can adequately prepare to bring water with them to cover required flow. We will only hookup to your spigot for water and the only item to be touched by the crew members. Sales reps are to inspect any spigot before cleaning to ensure there is no damage to area and inspection after. Per their required training, they must take before and after photos. Montore Building Services dba Squeegee Squad will not be held accountable for previously damaged spigots. Client will be informed of any previously noted damage. Montore Building Services dba Squeegee Squad will not be held accountable for any issues within or outside the home that is not related to the cleaning services.

### **Risks and Releases of Liability Acknowledgement**

Montore Building Services dba Squeegee Squad technicians are well trained in the equipment used in the cleaning industry and take extreme precautions in making sure Montore Building Services dba Squeegee Squad does not cause harm to your property. Montore Building Services dba Squeegee Squad uses safe techniques with the use of low pressure on delicate surfaces such as siding. However, damage can be uncovered with delicate surfaces due to poor maintenance, neglect to the property and or low-grade building materials. Routine

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maintenance per manufacturer's recommendations on the property's surfaces, should be implemented by client to avoid any potential defects. Prior to washing the property, any areas of concern need to be addressed by the client to insure a watertight seal. This will prevent damage from occurring. The client assumes all the risks and takes responsibility for any damage that occurs due to improper maintenance, improper installation and improper engineering of property.

On the dates of service, Montore Building Services dba Squeegee Squad will note any significant 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, Montore Building Services dba Squeegee Squad will note the absence on the field hand checklist sheet and take photos of noted damage. Client will have to sign off on the checklist sheet to note they have been informed of any damage once work is complete. If client 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 service 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. Montore Building Services dba Squeegee Squad will then determine plan of action after evaluation of plant life.

## **Siding Wash Acknowledgement**

Client understands that any blemish or flaw or any existing oxidation will be more noticeable after cleaning. Vinyl sided properties 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 property suffers from oxidation, you may see this difference after a cleaning. When a property 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 Montore Building Services dba Squeegee Squad 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 Montore Building Services dba Squeegee Squad's end.

Client understands that we require that all outside electrical outlets and fixtures are covered and/or shut off before arrival to complete washing service as an additional precaution. Client also understands if we do a site unseen estimate based off provided photos or use of 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 if their home is severely covered in grime that they could potentially have issues with weep holes. If you notice a faint rusty color on your siding, there is no need for alarm. If you have vinyl siding, you have something called weep holes. These holes are made by the manufactures to allow ventilation and allow any condensation to drain out. With that said, these holes make a nice little home for bugs. Wind often blows dirt and debris inside the holes and behind the siding. When we do

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the wash, our solution pulls the dirt and debris, sometimes left-over water and bug “juices” drain from these holes after we complete the wash as it goes through the drying process. The rust color/ light faint colors your seeing is bug feces, debris, mold etc. We see this occur on sections of siding that had the heaviest buildup. This will come off with the morning dew, garden hose or rain. It is not a stain and it is not permanent. Typically, anyone that calls regarding this usually sees a huge difference after the morning dew. If the weep hole runs are heavy, we will return to do a full rinse down after a visual inspection. We will try to clean wasp nest , bee hives from soffit , and fascia some residue may remain.

Client understands that during the wash service they will receive a basic window cleaning. This is different from windows being completed with a purified water-fed pole system, or with squeegee and mop. A basic window wash will get debris off windows, but you could be left with water spots due to the calcium levels in the local water supply. If you are looking for a squeaky-clean shine on windows, you will want to get the added window cleaning service which is completed with a purified water-fed pole system. All water is run through a filter to ensure nothing remains in the water that could leave water spots or streaks. We recommend our clients to remove their screens to allow any debris between the window and screen to be rinsed away in a house wash. If you are getting your windows cleaned with our client understands they are required to remove screens before work. If screens are not removed, Montore Building Services dba Squeegee Squad will not remove them unless a responsibility of consent work order form is signed. Screens are delicate and if they are brittle, they can break.

## **Roof Wash Acknowledgement**

When Montore Building Services dba Squeegee Squad 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 before 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. In most instances we will likely be pro-active and come after 4 weeks to look, ourselves. 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

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## **On the Day of Service for Specific Sections:**

1. Please have a water spigot activated and accessible.
2. Please have all windows and doors shut tightly where possible
3. Please ensure all courtyard furniture, decorations and planters are removed.
4. While Montore Building Services dba Squeegee Squad has implemented procedures and processes to cover electrical outlets, we suggest the client shut off power to all exterior outlets that are not covered with exterior covers.
5. Please water your plants, shrubs, flowers, hanging baskets, potted plants the day before you are scheduled, the morning on the wash day and the day after we have completed the wash.
6. Please have pets indoors during cleaning process. We ask that you do not follow the crew as they are applying our solutions.

## **Exclusions & Limitations:**

1. A \$50 processing fee will be assessed for any returned checks.
2. A \$75 handling fee for moving excessive personnel item will be assessed example: Patio furniture, potted plants, tables, chairs, potted flowers
4. If water intrusion occurs, Montore Building Services dba Squeegee Squad will not be held responsible. We make every effort to prevent this but due to unavoidable issues such as bad seals around windows and doors and cracks in concrete foundations.
5. Notify the company if there are any surfaces on or near the areas of service that cannot have any form of our cleaning solution on them. If we are failed to be notified of this, Montore Building Services dba Squeegee Squad is not responsible for any ill effect on any surfaces.

## **Content Release & Use**

Client agrees to allow Montore Building Services dba Squeegee Squad to utilize any photos, videos, reviews, or descriptions of the property in the context of advertising for the Montore Building Services dba Squeegee Squad. Montore Building Services dba Squeegee Squad 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. The client agrees to allow Montore Building Services dba Squeegee Squad to display a sign for marketing on their property, but more importantly, to inform guests that surfaces have been cleaned in the last 24 hours and to be aware that surfaces may be slick. The signs will be placed off the walking paths, and tastefully so they are not distracting, but are visible.

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Montore Building Services dba Squeegee Squad 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 reported to Montore Building Services dba Squeegee Squad within 3 days of completion of service in that section. Montore Building Services dba Squeegee Squad 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

Montore Building Services dba Squeegee Squad shall use ordinary care in performing all work, but shall not be liable for incidental or consequential damages, nor shall it be liable for injuries to persons or damage to property except those directly caused by negligent acts of the company's employees. Squeegee Squad will not be held responsible for any customer property that has a pre-existing condition that caused damage to said property during normal service practices by Squeegee Squad.

Unless noted in this proposal, payment is due upon completion of work. A monthly finance charge, equal to the highest allowable interest rate, may be levied on customer's account if delinquent over 30 days. Any costs in collecting amounts past due, including attorneys' fees, shall be paid for by customer.

## Acceptance to Terms

By accepting a quote, the client agrees to all the terms and conditions in this agreement. You authorize Montore Building Services dba Squeegee Squad to do the work as specified on the quote. You release Montore Building Services dba Squeegee Squad from property damage unless negligence or willful misconduct caused it. Montore Building Services dba Squeegee Squad is not responsible for damage to siding, paint, wood, trim or windows that was previously noted as damaged or found during the pre-inspection walk through, and thus noted on the Pre-Inspection Form.