

# **XG PROS**

## **Terms and Conditions**

**The following Terms and Conditions ( BINDING AGREEMENT ) is Effective**

**BETWEEN:**

XG PROS ( The “Service Provider”) a company existing under the laws of Texas, with it’s head office located in Texas.

**AND:**

The property owner, referred to as "the client". The agreement pertains to the completion of residential or commercial exterior cleaning services, including pressure washing and soft washing services, and the receipt of payment from the client.

**Authorization**

To complete the cleaning service, the client grants the company access to the property within the estimated timeframe. If the service needs to be rescheduled due to bad weather or other unforeseen circumstances, the company will make every effort to accommodate the client's needs. The client must provide access to an outdoor spigot, which will be turned on and easily accessible for the company's use. If the property relies on well water or has low water pressure, the client must inform the company prior to arrival and avoid using water during the cleaning service.

**Payment Terms**

Our payment options are cash, check, or credit/debit card. Please note that for residential services, payment is required upon completion of the work on the day of service. For commercial services, invoices are subject to a net 60 payment term. Any outstanding invoice after 45 days will be subject to late fees. In the event of an outstanding invoice after 90 days, the company reserves the right to pursue a civil claim to collect the debt. In such a case, the company also reserves the right to seek compensation for all legal costs incurred.

**Media Release and Use**

Please be aware that our pressure washing company reserves the right to use cameras, photos, and videos for company documentation, training, and marketing purposes. However, if you do not wish for any photos or videos of your property to be used for marketing purposes, please notify our company in advance. We will make sure to respect your request and exclude any media related to your property from our marketing materials. Thank you for your understanding.

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### Terms and Conditions Limitations

Please note that in the event of a cancellation, a \$45 fee will be assessed if the cancellation is made within 48 hours of the scheduled service.

Please be advised that in the event our technicians show up to provide service and there is not a working water source, a \$45 fee will be assessed.

### On The Day of Service

- Please ensure that the exterior on-site water spigot is both accessible and activated to provide running water.
- Please avoid using any water during the service period.
- Ensure that all windows and doors are tightly shut
- For the safety of both the customers and the wash company technicians, please avoid walking around the property during the cleaning process. Additionally, kindly ensure that children and pets remain indoors.
- If you have any dogs on the property, kindly ensure that all dog droppings are removed from the work zone before our arrival. This will help us provide a safe and clean working environment.
- Please clear all work areas of any items, including house decorations, bird feeders, flags, and doormats. Also, kindly remove any sensitive materials such as vehicles from the areas that will be cleaned.
- Please turn off all outside electrical outlets and fixtures at the breaker box before the arrival of the company technician.

### Acknowledgement of Risks and Release of Liability

At XG PROS, our highly trained technicians utilize cleaning chemicals to remove organic and inorganic staining for the best possible results. We take all necessary precautions to prevent any property damage during the cleaning process, but it's important to note that there is always a risk, especially on delicate surfaces.

Before beginning any work, our pressure washing company technicians will conduct a property walk down and document any existing damage to the property through photographs or videos. This process helps to ensure that we do not cause any further damage during the cleaning service and helps to protect both the client and our company.

At XG PROS, it is essential that your property is in good repair and weather-

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tight, including all components that may affect its weather-tightness such as electrical services, doors, windows, siding, shingles, gutters, and caulking. We cannot be held liable for any water damage resulting from poor installation, maintenance, or repair of these items, including improperly installed siding, loose shingles or siding, broken or opened windows, improperly sealed windows and doors, wood rot, defective construction, improperly secured wires, and improper caulking. It is the responsibility of the client to ensure that their property is in good condition before we provide our cleaning services.

### **House/Building Wash Acknowledgment**

At XG PROS, we use effective cleaning solutions, including sodium hypochlorite, to remove organic growth from exterior surfaces. We prioritize environmental protection, taking several precautions to minimize any risks to plant life during the cleaning process. However, please note that high temperatures during the day may still cause some plants to burn.

At XG PROS, we would like to inform our clients that prolonged UV exposure may cause oxidation of vinyl and painted surfaces on homes and buildings. Oxidized surfaces may leave a chalky residue on your hand when rubbed, and low- pressure cleaning may reveal blemishes on these surfaces that were previously less visible. If our technician discovers that your building or home exterior is oxidized, we will discuss this with you prior to washing and recommend the appropriate course of action.

During our washing process, we utilize the customer's water, which may result in water spotting on windows/glass surfaces. Please note that our standard building or house wash does not include conventional window cleaning unless otherwise stated and agreed upon in the initial estimate. We recommend discussing any additional services with our team before the cleaning process to ensure all your needs are met.

At XG PROS, we want to make our clients aware of weep holes on vinyl siding. These holes are essential for the ventilation of the siding and are located on the underside of the vinyl ledges. However, different types of bugs can make homes out of these holes and often bring mud and debris into them. After we complete a cleaning service, it's possible that mud or dirt may drain from these holes, leaving a faint red/ orange stain. These stains are not permanent, and we ask clients to please contact our company if this occurs so that we can come back to resolve the issue.

Certain stains, such as tree sap, artillery fungus, concrete splatter, and paint and stain splatters, may not be removable by conventional power washing methods. We'll do our best to identify these areas and set realistic expectations, but some stains may be impossible to remove entirely.

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### **Concrete Cleaning Acknowledgment**

The appearance of concrete can be affected by various factors, such as the timing of pouring and curing. When concrete is contaminated with dirt or other pollutants, cleaning may make these stains more visible. Exposed aggregate may also become more noticeable after cleaning. Rust stains on concrete require specialized chemicals and processes to remove, and pressure washing alone is usually insufficient. If rust stain removal was not discussed during the initial estimate, it may not be included in the work. Moreover, clients should understand that oil stains on concrete may be challenging to remove completely, especially if they have been present for a long time. Once oil stains penetrate the concrete, they are often visible despite cleaning.

### **Roof Cleaning Acknowledgment**

In our roof cleaning process, we use chemicals and low-pressure application to neutralize the organic growth that causes unsightly discoloration on the roof. While we strive for the best possible outcome, the customer must understand that there is a small chance that browned grass may occur in the areas of the downspouts.

Additionally, the customer acknowledges that the natural elements may take 6-8 weeks to fully remove the neutralized organic growth. We do not forcibly remove organic growth, such as moss and lichens, unless the customer signs a liability waiver requesting us to do so with pressure. On the day of cleaning, most/all of the discoloration will be removed, but please note that our company may have to return for re-application in some cases. We include this acknowledgment to ensure that customers are fully informed about the roof cleaning process, the potential outcomes, and the timeline for the natural elements to remove the neutralized organic growth.

### **Agreement/Acceptance to Terms and Conditions**

Upon acceptance of the estimate, the client agrees that all specifications and conditions outlined in the proposal/estimate are hereby accepted. The client also authorizes the company to complete the work as specified in the proposal/estimate form. The client acknowledges and releases the company from any liability for property damage, unless such damage is caused by negligence or willful misconduct.

Additionally, if any damage is found on the property after completion of the work, the customer must report it to the company within 48 hours of the completion of the service. Failure to report damages within this timeframe may result in the inability to file a claim.