

## Terms and Conditions for Exterior Cleaning by NJ Cleaning Expert LLC

1. **Scope of Services:** NJ Cleaning Expert LLC provides exterior cleaning services, including but not limited to washing windows, siding, decks, and sidewalks. The customer agrees to allow NJ Cleaning Expert LLC to use their water source for the cleaning services.
2. **Customer Responsibility:** The customer is responsible for ensuring that the water source is accessible and in good working condition. If the water source is not accessible or in poor working condition, the customer must inform NJ Cleaning Expert LLC before the scheduled cleaning appointment.
3. **Insurance and Liability:** NJ Cleaning Expert LLC carries insurance to cover any damage that may occur during the cleaning services. However, the customer is responsible for informing NJ Cleaning Expert LLC of any pre-existing damage to the exterior surfaces. NJ Cleaning Expert LLC will not be held liable for any damage that was present before the cleaning services.
4. **Payment:** The customer will be charged for the cleaning services according to the price agreed upon before the cleaning appointment. Payment is due at the time of service.
5. **Cancellation and Rescheduling:** The customer may cancel or reschedule the cleaning appointment by providing NJ Cleaning Expert LLC with at least 24 hours' notice. A fee may be charged if the customer cancels or reschedules with less than 24 hours' notice.
6. **Weather Conditions:** NJ Cleaning Expert LLC reserves the right to cancel or reschedule the cleaning appointment if the weather conditions are unfavorable for exterior cleaning. The customer will be notified of any changes to the scheduled appointment.
7. **Warranty:** NJ Cleaning Expert LLC guarantees the quality of our cleaning services. If the customer is unsatisfied with the cleaning services, they must inform NJ Cleaning Expert LLC within 24 hours of the cleaning appointment. NJ Cleaning Expert LLC will make the necessary corrections at no additional charge.
8. **Limitation of Liability:** NJ Cleaning Expert LLC will not be liable for any indirect, incidental, or consequential damages arising from the cleaning services.
9. **Concrete:** Several variables affect how concrete looks, with the initial pour and curing time being the most important. Any flaws that the pollutants and stains covered up will now be visible after the concrete has been cleaned of the dirt, mold, mildew, algae, and other pollutants and stains. The customer understands that not all concrete will look the same, even on the same driveway, patio, sidewalk, or concrete slab.
10. **Watertight:** NJ Cleaning Expert LLC Services expects your property to be in good repair and weathertight. This includes but is not limited to all electrical services, including receptacles and light fixtures. Doors and windows shall also be weathertight.

NJ Cleaning Expert LLC Services is not responsible for damages from water infiltration from poor or improper installation, maintenance, or repair of electrical-related items, doors, or windows.

11. **Removal & Replacement of Deck Contents:** Removal and replacement of grills, deck furniture, planters, and any other items are the homeowner's responsibility. Should we remove items from the deck, we will not be responsible for any damage, breakage, or storage issues. An additional charge may be applied for the time and labor devoted to removing these items.
12. **Damages:** NJ Cleaning Expert LLC is not responsible for damages due to improperly installed siding, loose shingles, or siding, broken or opened windows, improperly sealed windows and doors, wood rot, defective construction, improperly secured wires, loose or improperly installed gutters, and leaders and improper caulking. In every aluminum siding case and some cases with vinyl siding, the sun and weather will bleach the color or cause fading. Soft Washing, which entails removing chalky, gritty, or failing surface materials, may cause the faded aspects of the vinyl or aluminum to stand out. NJ Cleaning Expert LLC will not be liable for loose mortar that may dislodge during the cleaning process.
13. **Stains:** Some stains cannot be removed by soft Washing. Tree sap, artillery fungus, and splatters from stains and paints are materials that cannot be removed by conventional means. We try to point these areas out to the customer when quoting the project. Sometimes these stains cannot be removed at all.
14. **Governing Law:** These terms and conditions will be governed by and construed following the laws of the jurisdiction where the cleaning services are performed.

By accepting our exterior cleaning services, the customer agrees to these terms and conditions set forth by NJ Cleaning Expert LLC.