



Hoffman Exterior Cleaning

Exterior Cleaning Service Agreement

Customer	Address	City	Phone number	Email

The above customer agrees to the following information and services listed provided by Hoffman Exterior Cleaning.

- ☐ These terms and conditions serve as a binding agreement between the customer and Hoffman Exterior cleaning.
- ☐ Customer agrees to allow Hoffman Exterior cleaning on the property for the purposes of completing the services requested.
- ☐ Customer understands the cleaning services will be completed in the timeframe assigned during the estimate. Unless due to unforeseen circumstances arise, such as bad weather, equipment problems, etc.
- ☐ Hoffman Exterior Cleaning will note any pre-existing damage to the property. Customer agrees the company can take photos of damage and acknowledges the damage.
- ☐ Customer understands that Hoffman Exterior Cleaning has procedures in place to ensure the protection of plant life. Customer understands that there is potential for leaf burns. If any issues arise, the company will evaluate the damage and determine an action plan.
- ☐ Customer understands that blemishes or flaws will be more noticeable after house cleaning. If you have rust stains, grease stains or man-made stains those may not come out in a regular house wash.
- ☐ Customer understands that their house could potentially have issues with weep holes. When the company washes vinyl siding, sometimes left-over water drains for these holes and pulls dirt onto siding. This will come off with rain, it is not a stain.
- ☐ Customer understands during a house wash service the company does basic window cleaning. A basic was will only get debris off windows, but you may still be left with water spots. If you are looking for a squeaky-clean finish, you will want to get our add on window cleaning service.

☐ Customer understands that getting the companies window cleaning service, you must remove all screens before the day of service. We will remove screens if washing the inside and outside or if the screens can be removed from the outside. Screens are delicate, if the company has to remove them, they will not be liable for worn and brittle screens. Time spent removing screens or waiting for screens to be removed will add additional fees of \$25 per 15 mins.

☐ Customer understands that general concrete cleaning includes removing mold, mildew, dirt, algae, and lichens. Does not include paint, oil, stains, rust, battery acid, and tire marks. The removal of these blemishes can be quoted at a segregated cost.

☐ Customer understands that during a roof wash lichen will die during the roof washing but may not fall off for several days.

On the Day of Service:

1. Please have all windows and doors shut tightly
2. Please remove all screens from windows prior to arrival (if customers chooses to)
3. Please have all pets inside before and during the service
4. Please clear the work areas of all items and remove sensitive materials from the wash areas. For example, doormats, vehicles and patio furniture. Arrangements can be made for customers that are elderly or disabled.

*We will move 10 or less items and/or large items but do not accept responsibility for damages to items we must move.

☐ Customers acknowledges these requests and will be subjects a fee of \$25 per 15mins of add on time to compensate for the time spent to move items from work area.

☐ Customers understands that there will be \$50 cancellation fee for services cancelled without 48 hours notice.

☐ Customer understands that there will be a processing fee of \$45 for any returned checks.

☐ Customer agrees to allow Hoffman Exterior Cleaning to utilize any photos, videos, reviews or property descriptions for advertising. We will not include sensitive information such as addresses or names.

☐ Customers understands Hoffman Exterior Cleaning will not be held responsible for broken spigots, faucets, hose bibs as we work with hundreds annually and they become brittle overtime.

☐ Customer understands Hoffman Exterior Cleaning will not be responsible for leaking gutters due to loose and dry caulk or missing screws.

Hoffman Exterior Cleaning will be obligated under this service agreement for any damages directly resulting from operator error, negligence, or willful misconduct. These damages must be reported within 3 days of completion of service.

Customers signature: _____

Date: _____