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Hogwash Terms of Service

1.Introduction

Here at Hogwash Cleaning Solutions, 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.**

A. Acceptance to Terms

By accepting an estimate, the client agrees to all the terms and conditions in this agreement. You authorize Hogwash Cleaning Solutions to do the work as specified on the estimate. You release our company from property damage unless negligence or willful misconduct causes it. Hogwash Cleaning Solutions is not responsible for damage to loose siding, paint, wood, trim or windows that was previously noted as damaged or found during the pre-inspection walk through.

B. Description of Binding Agreement

These terms and conditions serve as a binding agreement between the property owner, hereby identified as “client” and Hogwash Cleaning Solutions and its owners, employees, and subcontractors, hereby identified as “company,” for the execution of services in exchange for payment for residential or commercial exterior cleaning services to include pressure washing, non-pressure washing and media blasting services. The services that Hogwash Cleaning Solutions 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 and conditions links via our website, email communications or any other communications such as estimate or invoice links.

C. Authorizations:

Client agrees to allow company on the property for the purposes of completing cleaning services requested. The client understands that the cleaning service will be completed in the timeframe 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. The client understands that the company will do their best to accommodate for a quick reschedule but must work around other scheduled clients and weather. The company 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.

The client agrees to allow the company to utilize their residential water source via outdoor spigot, 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, the client agrees to inform the company and will avoid using any water during the cleaning service.* If a client's water source is not sufficient for cleaning service, they must inform the company. Hogwash Cleaning Solutions does not hook up to the homeowner's power as our equipment is powered by our own systems or ran on gas. We only hookup to your home's spigot for water and the only item to be touched by the crew Crew members are to inspect any spigot before cleaning to ensure there is no damage to the area and inspection after. Clients must inform the company of any concerns with leaking spigots to avoid any flooding on interior or exterior or property. If a client has a water meter system on a spigot,

they must inform the company so we can prepare for this. Per their required training, they must take before and after photos. Hogwash Cleaning Solutions will not be held accountable for previously damaged spigots. Clients will be informed of any previously noted damage. Hogwash Cleaning Solutions will not be held accountable for any issues within or outside the home that are not related to the cleaning service.

We CANNOT complete any washing service at your property if you have construction or home projects going on. My crews CANNOT work around construction. If you plan on doing construction on areas you are looking to have cleaned, please do not schedule a washing service around it. If we arrive at property and construction is in the works, we will assess a cancellation fee of \$50.

D. Risks and Releases of Liability Acknowledgement

i. Overview

Hogwash Cleaning Solutions technicians are well trained in the equipment used in the cleaning industry and take extreme precautions to make sure the company does not cause harm to your investment. Hogwash Cleaning Solutions uses safe techniques with the use of low pressure on delicate surfaces such as siding. However, damage can still occur to any delicate surface due to poor maintenance, neglect of the property and or low-grade building materials. Routine maintenance per manufacturer's recommendations on the home's surfaces, should be implemented by homeowners to avoid any potential defects. Prior to washing the home any areas of concern need to be addressed by the homeowner to insure a watertight seal. This will prevent damage from occurring. The homeowner assumes all the risks and takes responsibility for any damage that occurs due to improper maintenance.

ii. Inspection

On the date of service, the company will note any pre-existing damage on the field hand checklist sheet with the client and have them sign. If a client is unable to sign at time of noted damage, the company will note the absence on the field hand check list sheet and take photos of noted damage. Homeowners will have to sign off on the checklist sheet to note they have been informed of any damage once work is complete. If the homeowner is unavailable at time of completion, the office manager will notify the client of any damage before work along with supporting documentation. If any new damage is found during the cleaning process, the company will cease all cleaning efforts until the client can see the damage and acknowledge its existence.

iii. Plants/ Landscaping

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. Company will then determine a plan of action after evaluation of plant life.

Company will not complete washing services for anyone that has a live pond near the washing area. Fish are extremely sensitive to PH changes and other changes to their living environment.

Client understands that company will not commence any work on property if it is found to have a pond within washing distance of requested services.

2. House wash acknowledgement

a. House Keeping Items

Client understands that he or she must have property prepared and ready for washing. (Day of Service Preparation sheet). Our crew will cover any sensitive fixtures or outlets. If you do not have covers for your outside electrical outlets or fixtures, we require that all *outside* electrical outlets and fixtures are shut off by the main breaker before arrival to complete washing service as an additional precaution.

Client also understands if we do a site unseen estimate based on provided photos or use of Eagle view software, google maps or other local listed information, that we will not be able to note any flaws in exterior surfaces. If we do a site unseen estimate, the client understands we are not liable for any unacknowledged flaw and will do our best to point this out at the date of cleaning prior to commencement of washing. If you have rust stains, soot stains, grease stains or a stain from man-made reasons, these will not come out with a regular house wash.

b. Water

YOU MUST have a water spigot available. WE CANNOT hook up to a water faucet, it must be a direct line.

Example of valid water spigot: Has threads for outdoor water hose.



Example of a water faucet: (WE CANNOT USE)



to confirm the water source, and to advise the company of any concerns or issues regarding their water source, such as a broken well or pump system. If you have run into issues with your well or pump in the past or present or if you have run into low water table issues, you must advise prior to scheduling. If you are on town water and you pay for water usage, please be prepared that this expense will reflect on your allotted water use per your town guidelines. We are not responsible for any added cost if you run over your allotted water usage. Hogwash is not responsible for any issues that arise during or after washing services that are related to electrical, pump or well related problems not limited to a dry well, burned pump, faulty breaker.

We need adequate pressure and consistent water flow for our equipment. Some of our services require more water use than others. We do our best to conserve water and use only what is necessary to complete your scope of work. We request that you do not run other appliances and or items during the wash to conserve water usage.

c) Oxidation Section

Client understands that any blemish or flaw or any existing oxidation will be more noticeable after cleaning. Homes that have not been maintained or have 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 home suffers from oxidation, you may see this difference after cleaning.* When a home is covered with debris, those blemishes may not stand out as much as they would after it has been cleaned. Most of the time those issues are pointed out to the client during estimate inspection or during the cleaning process. Client understands that company may not find every flaw and is not liable if it is more noticeable after wash unless it is found to be of negligence on company end. Client understands we do provide an added optional cleaning service for oxidation removal, and this is an added cost. This service is vastly different from a basic house wash. Oxidation removal service requires different special order solutions in connection with a different application and wash technique.

Examples of oxidation: Faded, chalky film, breakdown of layers of protective coating.



d) Weep Holes

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 an alarm. If you have vinyl siding, you have something called weep holes. These holes are made by the manufacturers to allow ventilation and allow any condensation to drain out. With that said, these holes make a nice little home for bugs. Debris and dirt get up inside the holes and behind the siding. When we do 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 you see are bug feces, debris, mold etc. We see this occur*

on sections of siding that had the heaviest buildup. This will come off with 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.

PHOTO EXAMPLES OF WEEP HOLE DRIPS:(EASILY REMOVED WITH A RINSE)



e) Wood or Log Sided Houses

Clients understand that wood or log sided houses require special attention and needs. Certain wood materials such as cedar require special cleaners. To prevent any damage or issue with the wood, it is important to use the proper cleaning solutions and techniques. These homes require more in-depth evaluation in its current condition and client's expectations. We provide basic wash and stain or paint preparation washes. Client understands our wood expert technicians will do a thorough evaluation with you to review the proper program for optimal results around your desired needs. Client understands that our wash may break down old stain, paint or sealer that has been applied on the home in all or some areas due to the degrading strength of the stain over time. Lightening or graying of wood may still apply even after our wash.

f) Window Cleaning

Client understands that during the house wash service they will receive a basic window cleaning. This is different from windows being done with a purified water-fed pole system. A basic window wash will get debris off windows, but you could be left with water spots, especially if you have hard water. 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.

If you are getting your windows cleaned with our purified water-fed pole system, YOU MUST remove screens before work. If the screens are not removed, we will not be able to complete the window cleaning service. The company will not remove screens unless a responsibility of consent form is signed. Screens are delicate and if they are brittle, they can break. Company does not remove screens due to this unless the client understands the risk of this and signs a consent form stating the company will not be held liable for worn and brittle screens. There is an upcharge for screen removal.

If you are NOT getting the added window cleaning, we do not require removal of screens.

However, we do recommend removing your screens or lifting them enough to allow any debris between the window and screen to be rinsed away in a house wash.

Example of Window Cleaning with Purified Water fed Pole:



g) Gutter Cleaning

Client understands that only the exterior gutters are cleaned for a house wash service. If a client wants the interior gutters cleaned, this is considered added service. Interior gutter cleaning will be priced appropriately at time of gutter cleaning request.

3. Roof wash acknowledgement

h) House Keeping Items

Client understands that he or she must have property prepared and ready for washing. (Day of Service Preparation sheet). Our crew will cover any sensitive fixtures or outlets. If you do not have covers for your outside electrical outlets or fixtures, we require that all outside electrical outlets and fixtures are shut off by the main breaker before arrival to complete washing service as an additional precaution.

Client also understands if we do a site unseen estimate based on provided photos or use of Eagle view software, google maps or other local listed information, that we will not be able to note any flaws in exterior surfaces. If we do a site unseen estimate, the client understands we are not liable for any unacknowledged flaw and will do our best to point this out at the date of cleaning prior to commencement of washing. If you have rust stains, soot stains, grease stains or a stain from man-made reasons, these will not come out with a regular house wash.

i) Water

YOU MUST have a water spigot available. WE CANNOT hook up to a water faucet, it must be a direct line. (see images in house washing section)

It is the responsibility of the client to openly share any information regarding their water source, whether it is a well, point or town water. Clients *must* advise the company of any concerns or issues with their water source such as being on a shallow well or point system. If you have run into issues with your well or pump in the past or present or if you have run into low water table issues, you must advise prior to scheduling. If you are on town water and you pay for water usage, please be prepared that this expense will reflect on your allotted water use per your town guidelines. We are not responsible for any added cost if you run over your allotted water

usage. Hogwash is not responsible for any issues that arise during or after washing services that are related to electrical, pump or well related problems not limited to a dry well, burned pump, faulty breaker.

We need adequate pressure and consistent water flow for our equipment. Some of our services require more water use than others. We do our best to conserve water and use only what is necessary to complete your scope of work. We request that you do not run other appliances and or items during the wash to conserve water usage.

j) Roof Treatment

When the company completes a soft wash roof wash service, the 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.

Client understands that we **do not** pull or force growths off from roof material as it could cause damage. If a client is insistent on having moss heads forcibly pulled from the roof, they must sign a waiver stating they release all liability to Hogwash for any damage and that they void the soft wash method. Client understands that this could also void their warranty with the roofing manufacturer. Therefore, we do not use any other method than soft washing when washing roofs.

Examples of various roof infections:

Algae, Moss, Mold & Lichen



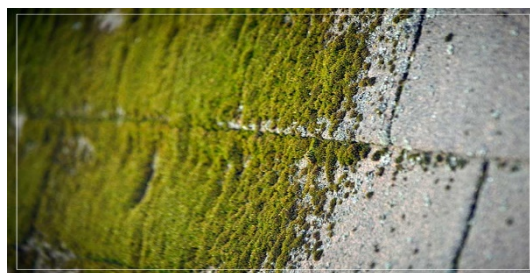
k) Roof Granular Loss

Client understands that roofs over time have granular loss which is normal breakdown. Granular loss occurs more when it is infected with organic matter which diminishes roof life faster. Client understands that moss and lichen eat through the roofing material faster than algae and there is potential for more significant granular loss in those areas. Client understands that after a roof cleaning, you may see these areas of granular loss clearer than before because there is no longer organic matter hiding it. There is nothing you can do to avoid granular loss after an infection other than monitor the life of the shingle. 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.

Example of Shingle with high grade granular loss:



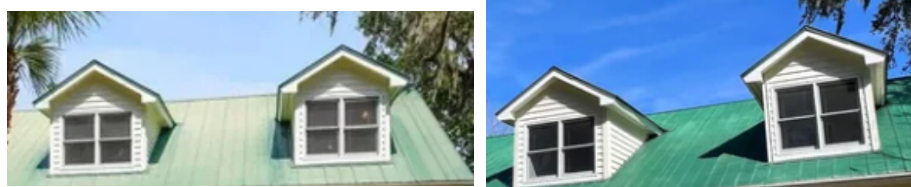
Example of Moss, creating underlying granular loss



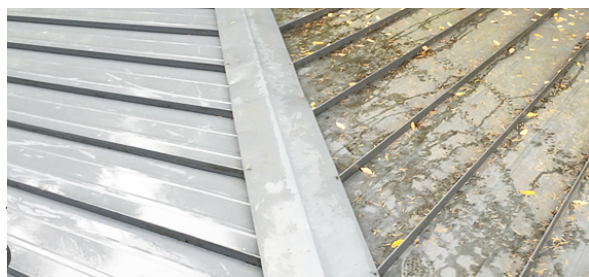
I) Metal Roof Wash

Client understands that metal roofing can oxidize. If the metal roof has signs of oxidation this requires a special oxidation removal service. If the metal roof has no signs of oxidation, a standard roof wash service can be completed.

Example of oxidized roof. Before left, after right.



Example of regular roof service: Painted roof



...ve to return to complete touch ups. It is understood areas that remain after treatment on heavy patches of algae. These light brown areas are dead algae which before treatment were black streaks. If this occurs, the client understands it will take some time for the remaining dead algae to come off with the 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 physically view the area to appropriately determine the next step.

If the 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 growth remains, we request that the client reaches out to the company. We will then do an onsite assessment to determine the next step.

Touch ups are determined after a 6-8-week mark which allows the proper time to determine if a reapplication of solution is necessary to completely remove the organic matter. **Touch ups are not charged to the client** if it has been determined that a second reapplication of solution is necessary for proper treatment on initial quote.

4. Media Blasting

Our experts in the media blast division will know what options in this division suit the needs of your surface. While we mostly work with natural woods such as logs, we also media blast other surfaces such as metal and concrete. Our log division experts will thoroughly go over the scope of work, needs of your project and final expectations on the service. Client understands that different types of wood, age of wood, condition of wood and maintenance on wood will determine the results. With media blasting (cleaning) the surface of the logs, you will not only remove dirt and debris as well as stain and coatings, but it will also help restore as close as possible to the original appearance to your log home. Media blasting and the full scope of work it entails start to finish, heavily depends on weather conditions. It is extremely important that these things be done around optimum weather conditions. Due to this, our log timelines for jobs can be impacted and clients understand we do our best to work around weather conditions and all paid clients.

n) What is Media blasting?

Media blasting is used to clean and prepare surfaces for stain or paint. This can also be used to remove paint from metal, buildings, automotive frames, boats, etc.

Media blasting entails using special machinery to force solid particles of abrasive material such as sand against hard surfaces that can handle that force to smooth it, remove paint or modify the surface. A sand blaster uses high pressure to accelerate blasting media to speeds fast enough to erode metal and other materials at a microscopic level. The blast media is correctly chosen for the scope of work at hand.

Capabilities include, but not limited to:

- Paint/ Stain Removal
- Wood restoration
- Rust, Corrosion & Fire Damage
- Calcium & Mineral Deposits & Concrete restoration (removal of efflorescence)
- Powder coat removal, Antique restoration & Rust removal
- Industrial equipment
- Graffiti removal & Parking Lot stripes or line stripes

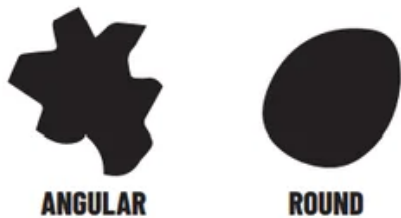
Examples of media blasting:



o) Media Blast Material

The media for sandblasting in most cases is fine-grained sand that has been treated to remove contaminants. This sand can be found in different grades of coarseness. The coarseness is picked depending upon the scope of work and desired results.



There are two main types of abrasive shapes - angular and round.



When you have a textured or anchored surface, angular media has an irregular edge that creates a textured surface when blasting the substrate. This is ideal for paint or finishes. If the goal is to achieve a

polish surface without needing to create texture, a round-shape abrasive edge is best. This will not leave a rough texture on the blasted substrate.

Size, density, and hardness of media examples:

	Looks Like
20/40	
40/70	
60/100	

Most abrasives/media are measured by their mesh size. A mesh size is defined by the number of holes in a screen the media can pass through per square inch. The above figure provides a visual representation of this.

Depending upon the fragility of the surface, the media abrasive size, density, and hardness are determined.

p) Dry or Wet Blasting?

Our system has the option to dry blast which is the most common way and wet blast which is used in specialty situations. Wet blasting is best for very confined areas with poor ventilation or to prevent dust plumes in heavily populated areas. For removing heavy coatings such as epoxy paints or iron phosphate. This type of coating is extremely difficult to remove with dry media.

Dry media is the go-to method and most preferred option. The grade of coarseness of sand is determined by what surfaces are being worked on. Dry media can also be recycled in the system. A common job that requires dry blasting would be blasting natural woods like log cabins.

q) Repairs/ Log Work

Our log masters have years of experience in completing custom made log repairs. Our log repairs or new log additions are custom made per each job. These repairs are done by a separate crew and are completed around the project per your assigned log manager. Deposits are required for this specific work. This deposit will be determined at time of quote. Client understands that new log or wood can appear differently with stain colors compared to older aged wood. Client understands that we do our best to ensure that new log/ wood blends as best as possible with existing color or matched to new stain color.

r) What to expect.

At the start of your scope of work, client understands the following will occur:

- 1) Log crew will arrive on-site with all required equipment and tools to complete the scope of work. These pieces of equipment will be placed out of the way as best as possible but will need to be moved occasionally to ensure access to all areas of the property.
- 2) Log crew will begin pre-preparation on property. They will cover all windows and doors, vents, pipes and other materials with special coverings to ensure that the media blast material does not penetrate

these surfaces. Removal of light fixtures, outdoor electrical covers, cameras, or other items on the log home to ensure that all log is exposed for proper media blasting.

3) Media blasting will occur once all pre-preparations are made around the home. Depending on the style of log, wood and condition, the coarseness of the sand varies from job to job, and this will be determined by log division manager.

4) Once media blasting is done, typical Osborne brush and as needed hand sanding is done to ensure a smoother finish to the log to prepare for stain. All dust from media blasting and sanding will be blown and cleaned off to further prepare the surface for the next stage.

5) Once all sanding is completed and cleanup has occurred. Crew will apply the stain color of choice per the scope of work. We use Sascho products 2-part system. Stain and clear coat. More information on staining in section 5. Option but recommended, application of one coat of Armor-Guard borate treatment to repel insects and log rot to all log surfaces. This is done before staining if the client wants to pay for this added service.

6) If applicable to scope of work after staining other work like log jam or caulking to commence after staining. Log jam, chinking or caulking should only be applied to clean, dry, and stained wood (never before). Bond breaker such as backer rod if not present already should be installed before log jam is done. This will be quoted out in your estimate. We only use compatible Sascho projects start to finish. Log jam, chink or caulking come with color choice options. Client understands any colored log jam, chink or caulking purchased on behalf of client is not returnable. **Any cost associated with this purchase is non-refundable.** If clients existing chink, or caulking, or log jam does not need to be replaced, we will not suggest the added cost of this. We would suggest as needed and color match as best possible to your existing color. Sascho also has the option for paint for chinking and can be an option for those with chink in good condition. This would be priced accordingly.

7) Any additional work such as repairs or new builds would be placed in the queue of work according to the log division manager.

8) Log manager will suggest the proper maintenance schedule for your property to include but not limited to washing and when stain re-coating should be done.

s) Payment Terms Media Blasting Only

Due to the nature of the work, our log division has its own payment terms and requirements. The terms of payment will be outlined in your estimate. Basic terms are as follows:

1) \$1500.00 deposit down to book in schedule (\$75 of which is non-refundable). This deposit is deducted from the total quoted amount including sales tax.

2) Due day of media blasting is half of the remaining total minus the above deposit.

3) Remaining balance is due at completion of services.

FOR EXAMPLE: Your total quoted amount with sales tax is **\$17,655.00**. We require a deposit of \$1500.00. This would be deducted from the total quote amount of \$17655.00. So, the new total after deposit is \$16,155.00. The day of your service on which we begin blasting, we require half. So, the total due day of blasting is \$8077.50. Then once we complete all scope of work, the remaining balance of \$8077.50 is due.

5.Staining/Painting

Client understands that Hogwash Cleaning Solutions has relationships with certain distributors for our staining or painting products. Our preferred brand of choice is Sascho. Unless the client states otherwise, we will price out the cost of stain per our agreed pricing with our distributors. Client understands that he or she is responsible for choosing the stain or paint color of choice. Client understands that color examples provided may vary on the home being completed. Factors such as type of wood, age of wood, condition of wood and maintenance on wood will determine the results. We suggest doing test staining with possible color choices. Log manager will suggest best option for stain sampling. Client understands that if he or she has any new logs or repairs done, that this new log will stain differently than aged set log. Client understands we will do our best to color match and blend the stain of old log and new if any repairs are completed.

If the client needs our company to color match existing stain or paint, the client will have to sign-off on a form with the color pick prior to order. This sign-off will serve as your agreement to the commitment to color choice and order. If client wants to use a brand that is not of our recommendation, we request client provides us with all information on stain and color choice. Log manager will fully review with you based on your scope of work.

Any stain or paint ordered on your behalf is not returnable to the companies we order from. Any cost associated with this purchase is non-refundable so please ensure you are happy with stain or paint of color choice. Client understands that we do require a deposit of half down prior to commencement of services to cover up front costs. Clients are welcome to purchase the stain or paint they wish to use, and Hogwash can apply. Pricing would reflect the cost of labor and tools necessary to apply stain. Hogwash is not responsible for any discrepancy in colors picked by the client. Client understands that any stain ordered through our distributors that is flawed is not the responsibility of Hogwash and necessary steps will be taken with the original distributor of the product.

6.On the Day of Service:

Property must be prepared for services 5-8 hours prior to. Staff can get ahead of schedule and can show up early. Due to this, we request your property be prepared in advance.

1. Please have a water spigot activated and accessible. Your water must have a steady pressure of 30 PSI. We **cannot** connect to a water faucet; it must be a direct line for optimal pressure. (see page 4 on terms & conditions for examples)
2. Please have all windows and doors shut tightly.
3. Please ensure you shut off all outside electrical outlets and fixtures at the breaker box prior to arrival unless you have outdoor electrical box covers.
4. **ONLY FOR WINDOWS BEING DONE WITH PURIFIED POLE SYSTEM: You must remove screens if you are having windows cleaned with our purified water fed pole system.** Regular window cleaning with house wash, removal not necessary. If you have heavy debris between window and screen, please remove or lift screen for better rinsing between windows.
5. Please have all pet's inside before and during cleaning.

6. Please clear the work areas of all items and remove all sensitive materials from the areas being washed such as flags, doormats, and vehicles
7. Please avoid using water during cleaning service to ensure no loss of pressure or volume.

While the company 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. The company will clean windows, but it is upon the clients to remove any window screens as they can be delicate and brittle unless a waiver is signed. Removing window screens will allow the company to thoroughly clean windowsills and leave the windows streak-free.

7. Exclusions, Limitations & Fees:

- **A \$75 deposit is required** to secure your cleaning service. This deposit is non-refundable. The deposit will be subtracted from the total quoted price after service is completed on your invoice. **The deposit must be paid to keep your scheduled slot in connection with approving the quote sent via signature on quote, record of email or text, verbal confirmation.** Example: A job is quoted \$300+tax. We require a \$75.00 deposit leaving the remaining balance due after service of \$225.00+tax. Sometimes, we may request a higher deposit depending upon the job due to material or type of cleaning. This will be outlined specifically within your estimate with details from the office manager.
- A \$55 fee will be assessed at our disclosure if the client does not have a proper water source ready when technicians arrive, or if the water pressure is not a consistent pressure of 30 PSI or if water failure occurs. Example of water failure is if the filtration system fails or the water system fails inside your house or well pump stops at no fault to us and the water pressure/stream falls less than 30 PSI. YOU MUST have a water source available
- A \$50.00 cancellation fee will be assessed if the client cancels service without 72-hour notice, or if the company arrives and cannot wash due to steps 1-4 not being completed on the day of service or if there is construction work happening at property that inhibits service from occurring. (Emergency situations are different)
- A fee of \$50 will be assessed if the company returns to site to review a noted issue or complaint and is found to not be caused by improper cleaning by crew. Example: We complete a house wash in the morning and get a call in the evening stating there is remaining debris on the siding. We do a full review with designated crew and field hand checklist sheets first. We returned to the site to review the area. We found out that lawn care services were done that afternoon. The debris on the siding was created after we completed the wash. This is not considered the fault of the company).
- A \$45.00 processing fee will be assessed for any returned checks.
- If water intrusion occurs, the company 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.
- Notify the company if there are any surfaces on or near the home that cannot have any form of our cleaning solution on them. If we are failed to be notified of this, the company is not responsible for any ill effect on any surfaces.
- We do not remove screens. You must have screens removed from windows if you are having windows done with a purified water-fed pole system. A signed waiver and prearranged agreement must be signed, and price adjusted if screens to be removed by staff.

8. Content Release & Use

Client agrees to allow Hogwash Cleaning Solutions to utilize any photos, videos, reviews, or descriptions of the property in the context of advertising for the company. Clients must inform the company prior to services, if they do not wish to have content utilized. The company 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.** If the client agrees to allow the company to display a sign for marketing on their property, it will remain in effect for no more than seven days. If any damage not at fault of mother nature occurs, the client will be charged the retail cost of the sign. Clients must express that they do not want us to utilize any of the above via a written form by letter, text or email which will be saved to your client profile.

9.If Any Damage Occurs

Hogwash Cleaning Solutions will be obligated under our terms and conditions for any damage that was a direct result of operator error, negligence, or willful misconduct. Damage must be discovered and reported to Hogwash *within 3 days of completion of service*. The company 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 damage that was a result of negligence.

10.Payment Terms

Payment is due upon completion of work unless other arrangements were made between the client and company. If a different arrangement occurs, this will be documented and signed by both parties. The company gives a 7-day timeframe to account for mailing after invoice is issued. Our system will send an automatic reminder of invoice after 15 days. We accept all forms of payment to include cash, check, credit, Venmo or PayPal. If paying with credit, we accept payment through our credit card processor link or the office for privacy and security of our client's information. We do charge a 4% convenience fee when using a credit card through our credit processor. If client sends payment via Venmo or PayPal and chooses to send as goods and services, they must include that companies listed service fee. Venmo and PayPal access those fees to the receiving company. Therefore, we require that you include this fee if you choose this option of payment. ***Any invoice or scheduled payment over 15 days past due will be subject to a late fee of 6%.***

Hogwash Cleaning Solutions offers payment financing through Wisetack a third-party financing company. If a client chooses to use this option for payment, all specified questions or concerns and payment arrangements are made between client and the representative assigned to them through Wisetack. (support@wisetack.com | [For consumers – Wisetack Help Center](#))

If client refuses to pay company and company has followed the agreed terms of the contract or agreement via approved estimate and supporting documentation, company reserves the right to issue demand of payment letter per New York Penal Law § 165.15: Theft of services prior to seeking full legal action.

If payment is not received within **30 days of past due, Hogwash Cleaning Solutions reserves the right to file a civil claim to collect outstanding debt.** Any legal fees incurred will be added to the unpaid balance of the client. Hogwash Cleaning Solutions also reserves the right to refuse to continue business with clients who are currently past due or who have been 30+days past due more than once. This contract is binding.

If the client and company have a net 30 days' payment schedule, client must have payment submitted to company by 30-day grace period. **Any invoice or scheduled payment that is past due 30 days after the date of agreement is subject to a 6% late fee.** If payment is not received within **60 days of past due, Hogwash Cleaning Solutions reserves the right to file a civil claim and collect outstanding debt.** Any legal fees incurred will be added to the unpaid balance of the client. Hogwash Cleaning Solutions also reserves the right to refuse to continue business with a client who is currently past due, or who has been 60+ days past due more than once.

Conclusion

Upon conclusion of reading the terms and conditions and approval of your estimate via signature and or the required non-refundable deposit to proceed with services, and the introduction section B. Description of Binding Agreement, the terms and conditions listed above serve as a binding agreement between client and company.