



Brothers Window Washing

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(928) 607-3805

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Terms & Conditions of Service

1. In approving an estimate, the customer is acknowledging and agreeing to all the below Terms and Conditions of Service for Brothers Window Washing.

2. Brothers Window Washing will complete all schedule appointments regardless of weather conditions, based on the customer's request. If service is not wanted due to weather, it is the customer's responsibility to cancel/reschedule their appointment. Brothers Window Washing will only cancel an appointment **due to extreme weather** at no trip charge.

3. All prescheduled appointments (excluding estimate appointments) must be cancelled or rescheduled **more than 24 hours before the scheduled appointment time**. Appointments cancelled within 24 hours will be charged a \$100 trip charge.

4. A \$100 trip charge will be charged for any service that cannot be performed due to inability to access any jobsite.

5. Appointment start times will be scheduled for a **one-hour buffer time**.

a. For example: Brothers Window Washing will be at the jobsite for cleaning between 8:00am and 9:00am.

6. Brothers Window Washing will only be held liable under these terms and conditions for structural damages as a direct result of operator error, gross negligence, or willful misconduct.

7. Customer agrees to release Brothers Window Washing of any liability sustained due to equipment placement, including injuries from tripping/falling, striking equipment, falling debris or equipment.

8. Brothers Window Washing will ONLY be held liable for damage done to gutters and their components during a clean if they are deemed in good condition and no previous damage noted. Brothers Window Washing will communicate with the customer if there is concern over gutter's condition prior to a clean.

9. Although Brothers Window Washing attempts to give each customer the most accurate estimate possible, **final prices are subject to change**. This will only occur if additional work is required that was not noted during the estimate.

10. Windows in attics, skylights and/or detached buildings will not automatically be included in pricing or service. These additional services must be specifically requested to be included in an estimate.

11. Brothers Window Washing requests that information regarding **any changes that have been made to the building, such as additions, renovations, new windows, etc.** be communicated when scheduling an appointment. Not being aware of changes could result in scheduling errors and price quote inconsistencies.

a. Home owners shall do their best to remove big and/or hard to move objects i.e. beds, bookshelves etc. from in front of windows before cleaning. If unable to make access to window readily, Brothers Window Washing is not liable to clean window.

12. Construction Cleans:

a. **Construction cleans are subject to special pricing depending on complexity and debris amount.**

b. Brothers Window Washing must be informed of **any construction debris removal** needs upon scheduling an appointment. This includes but is not limited to: paint, silicone, stucco, etc.

c. Brothers Window Washing highly recommends that the entire glass surface of all windows be covered through the duration of the building and construction process.

d. All new construction jobs are required to sign our **Scratched Glass Waiver**, which will be provided prior to the cleaning.

13. Pressure Washing:

a. **Customer's responsibilities prior to service:** Please have activated water spigot available and ready, have doors and windows shut tightly, clear the area of all items such as flags, door mats, vehicles, etc.

b. Brothers Window Washing is not responsible for water intrusion or window fog from faulty structural components such as bad seals around windows and doors, cracks in foundations, etc.

c. Please notify Brothers Window Washing ahead of time if there are any surfaces that cannot be cleaned with commercial grade cleaning chemicals.