



TERMS AND CONDITIONS

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1. **Legally Binding Agreement:** By accepting estimates electronically or with paper with First Due Services, LLC, you are signing a legally binding contract for work to be completed at an agreed upon price.
2. **Product Warranties:** All warranties are limited to those offered by the manufacturers of the products used. First Due Services, LLC makes no additional warranties. If you ever have a concern regarding our work, First Due Services, LLC Management should be notified immediately.
3. **Water Usage:** By signing this agreement, you agree to provide First Due Services, LLC the right to use an on-site water supply as needed to complete the stated project without compensation. If an exterior water supply is required, it will be at an additional charge. It is the customer's responsibility to make sure the water supply is on and in working order before we arrive. Additional charges will be applied if water is not available.
4. **Electrical Usage:** By signing this agreement, you agree to provide First Due Services, LLC the right to use an on-site source of electricity as needed to complete the stated project without compensation. If an exterior source is required it will be at an additional charge.
5. **Courtesy:** While First Due Services, LLC is on location and performing work on your property, you are responsible for keeping all children and pets, as well as other individuals away from the work area. Children and pets must be kept off the work surface for at least 12 hours after our work is completed. This is for your safety as well as our own.

6. **Payments:** Payments to First Due Services, LLC are due as per the invoice due date and are to be paid by check, electronic check, cash, or credit card. Any variance to this policy must be agreed upon and in writing on your estimate.

7. **Scheduling:** Scheduling in a business whose productivity relies upon the weather can be difficult. Inclement weather may affect scheduling. We try our best to keep scheduling conflicts to a minimum, however, circumstances that are beyond our control may affect your project start and completion dates. You will be notified of any changes.

8. **Removal & Replacement of Contents:** Removal and replacement of grills, deck furniture, planters and any other items are the responsibility of the homeowner. Should we need to remove items from the areas to be pressure washed, we will not be responsible for any damage, breakage or for storage issues. An additional charge may be applied for time and labor devoted to the removal of these items.

9. **Damages:** First Due Services, 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 in some cases with vinyl siding, the sun and weather will bleach the color or cause fading. Power washing, which entails removal of chalky, gritty or failing surface materials may cause the faded aspects of the vinyl or aluminum to stand out. First Due Services, LLC will not be responsible for such conditions. First Due Services, LLC will not be responsible for loose mortar that may dislodge during the cleaning process. First Due Services, LLC will not be responsible for plants that become shocked or

damaged by chemicals needed to cleaned the surfaces of the property properly. The client is responsible for covering any plants that are sensitive to chemicals and/or over watering. It is always recommended that plants and grass be watered both before and after pressure washing services are performed.

10. **Stains:** Some stains cannot be removed by power washing. Tree sap, artillery fungus, splatters from stains and paints are examples of materials that cannot be removed by conventional means. We make every attempt to point these areas out to the customer when quoting the project. Sometimes these stains cannot be removed at all.
11. **Efflorescence:** (A white substance on brick) Efflorescence is not removed with normal pressure washing and cleaning methods. First Due Services, LLC will not be responsible for damage to the brick or mortar. We will do our best to keep any damage to the brick or mortar to a minimum.
12. First Due Services, LLC expects your property to be in good repair and weathertight. This includes, but is not limited to all electrical service including receptacles and light fixtures. Doors and windows shall also be weathertight. First Due Services, LLC is not responsible for damages as a result of water infiltration from poor or improper installation, maintenance, repair of electrical related items, or doors or windows not sealed properly. Stained wood doors and other features should be covered before the pressure washing service by the homeowner. At times, chemicals used in the cleaning process can damage stained doors and other stained features.
13. **Windows:** Windows may become water spotted as a result of our services. Window cleaning is NOT included unless requested. If window cleaning is requested, hard water stains are not always able to be removed. First Due Services, LLC does not guarantee the removal of hard water stains.

14. **RUST AND OIL STAINS** are not guaranteed to be removed completely during cleaning services. Rust removal is an additional service offered
15. Please review the estimate and/or invoice form in its entirety. Any errors on estimate must be corrected by the listed customer before service begin