



Terms and Conditions

Service Agreement

This document establishes a contractual arrangement between the property owner, referred to herein as the "client," and Softwash Hawaii, LLC, including its agents, owners, employees, and subcontractors, hereafter referred to as the "company," for the provision of residential power washing services in exchange for payment.

Permissions

The client or their authorized representative grants permission for the company to access the property for cleaning services.

It is understood that the completion timeframe is variable, and multiple visits may be necessary. The company is authorized to conduct pre-service assessments with prior notice and post-service inspections.

The client also permits the use of their residential water source, ensuring accessibility to the outdoor spigot on the service date.

In cases of well water or low water pressure areas, the client agrees to suspend all indoor water usage during the service.

Acknowledgment of Risks and Releases of Liability

Soft Washing utilizes low pressure and specialized chemicals to eliminate stubborn stains from exterior surfaces. While precautions are taken, this process carries the potential to cause damage to vegetation and property surfaces.

The company's technicians are extensively trained and exercise utmost care to prevent harm to the client's property.

However, it is acknowledged that damage may occur due to factors such as poor maintenance, neglect, or substandard building materials.

The homeowner assumes all associated risks and liabilities and is responsible for addressing any resulting damages.

*** On the date of service, the Company will walk around the property and provide the client with a written examination of pre-existing damage.*



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This agreement is not exhaustive, as new damages may arise/ be identified during the cleaning process.

Upon discovery of new damage, cleaning efforts will cease until the client acknowledges it.

The client releases the company from liability for injuries resulting from equipment placement, including tripping, falling, or contact with equipment or falling debris.

Client Responsibility on the Day of Service:

- Ensure the water spigot is activated and accessible.
- Ensure all windows and doors are tightly closed.
- Keep all pets indoors.
- Clear the work areas of obstacles and remove any items hindering safe operations. (**hourly charges (@ \$127.97 per manhour) will be applied for labor required to relocate items (i.e. 2 men @ 1 hour each = 2 manhours)**).
- The company recommends utilizing the property's breaker box to deactivate power to exterior outlets and light fixtures.
- Removal of window screens is advised for thorough cleaning and preservation of property surfaces.

Exclusions:

- There is a \$750.00 cancellation fee if notice is not given within 24 hours of service, or if the Company arrives and cannot wash due to steps 1-4 not being completed.
- There is a \$97.00 Processing fee for any returned checks.
- The Company is not responsible for water intrusion. While every effort is made to prevent this from happening, bad seals around windows and doors and cracks in concrete foundations can make this unavoidable.
- The Company is not responsible for the rare "fogging" effect that happens to multi pane windows with bad seals.
- This agreement to provide services is in no way a guarantee that stains will be removed completely. The Company does strive for a 100% customer satisfaction



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and will work with homeowners when this does not occur.

- ***Notify the Company if there are any surfaces on or near the home that cannot have any form of detergent on them. If the company is not notified of this, The Company is not responsible for any ill effects to any surfaces regarding this matter.***
- ***Notify the Company of any items that are of significant value or personal importance during the estimate process or prior to estimate approval. The Company IS NOT responsible for any ill effects on these items, if not notified.***

Weather Delays

Soft Washing operations may be canceled or rescheduled due to rain or excessive winds, with priority given to rescheduling at the earliest available date.

Media Release

The client authorizes the company to utilize property-related media for marketing purposes without compensation.

This includes online platforms and marketing materials.

Additionally, temporary marketing signage may be displayed on the property for up to one week, with damages to the sign the responsibility of the client.

Corrections of Damages

Softwash Hawaii, LLC is liable for structural damages resulting from operator error, gross negligence, or willful misconduct.

Damages must be reported within three days of completion, allowing 30 days for inspection and correction by the company.

Payment Terms

Full payment is due **prior to or immediately following** completion of services.

Payment methods accepted include cash, check, or online payment.

Checks are our preferred method of payment. Payments made via check will receive a 3% discount on the total invoice.



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Collection of Outstanding Debt

Softwash Hawaii, LLC reserves the right to pursue collection through legal means for outstanding debts, including mechanic's liens, with interest accruing on delinquent accounts.

Agreement to Terms

By accepting the estimate, the client agrees to the specified conditions and authorizes Softwash Hawaii, LLC to proceed with the proposed work.

The client releases the company from liability for property damage, except in cases of gross negligence or willful misconduct.

Softwash Hawaii, LLC is not responsible for damages resulting from loose siding, windows, paint, or wood trim, which are the owner's responsibility.

This contract constitutes a binding agreement between the parties involved.