



2020-2021 Service Plans

Spotless is pleased to offer the below service plan options for customers who prefer a “set it and forget it” approach to exterior home maintenance. The primary benefits of our service plan options include:

- Auto-pilot home maintenance with preferred scheduling throughout the year
- Big savings on our services
- Hassle free renewals with no obligation

Windows Only	Windows + Pressure Washing BEST VALUE
Option 1: Vista Plan <i>(2x Annual Window Cleaning)</i>	Option 2: Home Protection Plan <i>(2x Annual Window Cleaning + Pressure Washing)</i>
Features: <ul style="list-style-type: none"> ✓ 2 Window Cleaning Services in 12-mo period <ul style="list-style-type: none"> ✓ 1st Service: Full Price ✓ 2nd Service*: 30% OFF Full Price ✓ Preferred scheduling in advance** 	Features: <ul style="list-style-type: none"> ✓ 2 Window Cleaning Services in 12-mo period <ul style="list-style-type: none"> ✓ 1st Service: Full Price ✓ 2nd Service*: 30% OFF Full Price ✓ All Pressure Washing and/or SoftWashing Services: 15% OFF Full Price ✓ Preferred Scheduling in advance**

**6-month interval between window cleanings is strongly recommended.*

***Advance scheduling requirements for Service Plan Members are: two (2) Window Cleaning services for Vista Plan and two (2) Window Cleaning services & at least one (1) Pressure Washing and/or SoftWashing service for Home Protection Plan. See Terms and Conditions.*

Customer Agreement

Plan selection (choose one of the following):

- Vista Plan *(2x Annual Window Cleaning)*
- Home Protection Plan *(2x Annual Window Cleaning + Pressure Washing and/or SoftWashing)*

<i>Service</i>	<i>Scope</i>	<i>Full Price</i>	<i>Less: (Discount)</i>	<i>Net Price</i>
Window Cleaning – 1 st Appt.				
Window Cleaning – 2 nd Appt.				
Pressure Washing	<i>(if applicable)</i>			
Service Agreement Totals				

I agree to the above Service Plan and Terms and Conditions referenced in this document*.

Customer Name (Please Print): _____ Signature: _____

Today's Date: _____

Home Address: _____

** Customer may also indicate agreement through acceptance of Service Plan quote sent via email or through the Company's electronic scheduling system, HouseCall Pro.*



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Terms and Conditions

1. *Term of Service Plan Agreement ("Agreement")*: 12 months (365 days) following the date of this Agreement ("Agreement Term").
2. *Scheduling*: All services contracted under the relevant service plan will be individually scheduled with a set appointment date upon signing of this Agreement.
3. *Price Quotes*: At the outset of the Agreement Term, Company will provide price quotes to Customer for the contracted services. Price quotes will be valid for the entire Agreement Term.
4. Service Plan Agreement must be entered into prior to completion of the 1st scheduled service under the Plan.
5. Limited-time or seasonal price promotions are not eligible to be applied to services under this Agreement; only discounts referenced herein may be applied to Service Plan appointments.
6. As part of this Service Agreement, Customer and Company agree to Spotless' Standard Terms of Service contained in the Terms of Service document provided separately to Customer. Customer agrees that they accept the Company's Standard Terms of Service.
7. *Payment*:
 - a. *1st Scheduled Window Cleaning Service*: Payment for the first window cleaning service is due at completion of the service. No deposit is required.
 - b. *2nd Scheduled Window Cleaning Service*: Payment for the second window cleaning service requires an advance deposit of \$50.00 due upon acceptance of this Agreement, with the remaining balance due at completion of service.
 - c. *Pressure Washing and/or SoftWashing Service*: For Home Protection Plan members, one Pressure Washing and/or SoftWashing appointment must be scheduled in advance. If scheduled prior to 1st Window Cleaning Service, no advance deposit is due; payment will be due in full upon the completion of service. If scheduled following 1st Window Cleaning Service, non-refundable deposit of \$50.00 due upon signing of this Agreement, with the remaining balance due at completion of service.
 - d. *Cancellations and Rescheduling*: Deposits are non-refundable and will not be returned to Customer in the case of cancellations or credited against services in the case of rescheduling requests received less than 48 hours before scheduled appointment.
8. *Window Cleaning Services*:
 - a. Customer may choose the timing of Window Cleaning Services to be performed under the Agreement, although the Company recommends 6-month intervals between Window Cleanings.
 - b. Customer may choose between two whole home exterior window cleaning options: 1) Outside Only or 2) All Inside and Outside of Exterior Windows.
 - c. 1st and 2nd Window Cleaning Services must have identical scope of services. (Example: If 1st Service is Inside and Outside Window Cleaning, 2nd Service must also be Inside and Outside Window Cleaning)
 - d. Customers that would like to schedule a Quarterly Cleaning may sign up for two Vista Plans, by which the 2nd and 4th cleanings would be discounted at 30%. Non-refundable deposits for scheduled cleanings would apply, as per above.
 - e. The Company's standard minimum service charges apply for 1st Service. Net Price for 2nd Window Cleaning Service (Full Price Net of Discount) may be no less than \$175.00 (the Plan Minimum Service Charge for Window Cleaning).



9. Pressure Washing and/or SoftWashing Services:

- a. For Home Protection Plan members, at least one Pressure Washing and/or SoftWashing service must be scheduled in advance to be eligible for 15% discount. The customer may take advantage of the 15% discount on any additional services performed during the Agreement Term, subject to the Plan Minimum Service Charge referenced below. Additional Pressure Washing services may be scheduled at customer's discretion based on availability.
- b. Customer may determine the timing and scope of the Pressure Washing and/or SoftWashing services to be performed under Home Protection Plan. All work scope shall be quoted in advance of the service date.
- c. Net Service Price (Full Price Net of Discount) for Pressure Washing and/or SoftWashing services may be no less than \$200.00 (the Plan Minimum Service Charge for Pressure Washing).