



Spotless Window Cleaning & SoftWash Company

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Why Should I Work with Spotless?

- **We guarantee our work.** We are so confident you will be pleased with the customer experience and service product that we provide a 7-day 100% satisfaction warranty. If you're not 100% happy with the outcome, we will return to your home free of charge to make it right.
- **We employ good people.** We use a third party, TheSeal.com, to certify that all technicians pass pre-hire and annual criminal background checks. You deserve to know who's working in your home.
- **You don't assume any hidden risks.** We are licensed and carry proper auto, general liability and workers compensation insurance.
- **We are honest in our dealings.** The price we quote is the price you pay – we never pull a "bait and switch" with our customers.
- **You don't need to take our word for it.** See what your neighbors are saying about us - we have over 450 5-star reviews on Google.

General Terms of Service:

1. Your acceptance of this proposal will constitute a Service Agreement between us.
2. Spotless is to furnish all labor, equipment, and materials necessary to perform the work specified in a workmanlike manner according to industry standard practices.
3. This proposal is valid for the remainder of the calendar year in which the proposal is made, excluding any promotions or discounts which may be seasonal in nature.
4. Customer must provide at least 48 hours advance notice in the event of a request for rescheduling or postponement of service.
5. Our terms are net due upon completion of service. Beginning at 30 days after your service date, a finance charge of 1.5% per month will be assessed on all late payments.
6. We provide a 7-day 100% Customer Satisfaction Warranty on all work completed. You must contact us within the 7-day period and have issued payment for the service to be eligible for the warranty.
7. On the day of service, the Spotless crew must be able to move freely about the Customer's property. Additional charges may apply if the crew is forced to stop working to accommodate other workers or interruptions beyond our control.
8. Any alterations or deviations from the above work scope or specifications may result in changes to prices quoted and will need to be approved by Customer.
9. Spotless technicians will not walk on any pitched roofs due to safety protocols. Any windows or surfaces over or protected by a roof will be cleaned to the best of our crew's ability without walking on the roof.

Window Cleaning Terms of Service:

The Customer understands that any prices for window cleaning services in this proposal are issued with the following terms & conditions:

1. Service scope includes: (a) specified window glass (outside only or inside & outside, as specified on quote); (b) exposed sills only (not sill tracks covered by window sash, as this requires an extra charge); (c) detailing of glass edges; (d) sponge cleaning of any screens to remove cobwebs or other topical debris (our process does not involve spraying or deep cleaning of screens); and (e) wiping of area 6-8" away from glass. Cleaning of any "block windows" will not be included in the price quote unless otherwise requested.
2. Prior to any inside window cleaning service, the Customer agrees to provide clear access to windows by (a) removing any personal items, especially valuables, from windows and (b) raising all blinds or shades to their highest position.
3. The services rendered shall involve only a regular maintenance cleaning (i.e., cleaning solution and water cleaning); any scraping or abrasive scrubbing of windows/sills/tracks, harsh chemical cleaning, or mold removal will require a price increase.
4. All windows must be in working order for services to be performed (e.g., can be opened and remain opened, are not painted shut, are not cracked or out of order). Spotless technicians may not be able to perform services on inoperable windows.
5. The Spotless process WILL remove from areas of service scope dirt, debris, finger & nose prints, spider webs, leaves, bird droppings, artillery mold, and small pieces of tape.
6. The Spotless process MAY NOT remove from areas of service scope any pre-existing hard water staining, broken seals (foggy windows), scratches, mold on mullions and frames, or paint drops / overspray.

SoftWash Terms of Service:

The Customer understands that any prices for SoftWash services in this proposal are issued with the following terms & conditions:

1. Service scope includes: (a) all siding and trim; (b) all window frames; (c) front porch, railing, steps, and sidewalk; (d) side porch, railing, and steps; (e) screen porch framing (outside only); and (f) outside of gutter (topical debris only).
2. Prior to Spotless commencing work on the day of service, the Customer agrees to: (a) provide the Spotless crew with access to outside hose bibs that are turned on; (b) ensure that all windows and doors are secured and locked prior to the crew's arrival; and (c) notify Spotless of any windows or doors that are known to be prone to leaking.
3. The Spotless process WILL remove mold, mildew, spider webs, dirt, bird droppings, mud daubers nests, and insects & insect debris.
4. The Spotless process MAY NOT remove pre-existing artillery mold, faded or chipped paint, or rust stains.
5. Spotless cannot SoftWash any exposed brick on the home itself, as the cleaning process is not effective on porous surfaces.
6. The SoftWash cleaning mixture is composed of a detergent and sodium hypochlorite, heavily diluted with water.
7. Spotless technicians may need to move Customer items such as furniture, flags, door mats, and potted plants to a safe location prior to cleaning. Any such items will be returned to their original location at the conclusion of the service.
8. Spotless will pre-wet and rinse all plants and patios to ensure that they are unharmed during the cleaning process.