

# Hogwash Cleaning Solutions

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### Terms & Conditions



### Table of Contents

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## Introduction

At Hogwash Cleaning Solutions, we value transparency and want our clients to fully understand our service expectations. It's crucial to us that you are well-informed about the services we provide and our expectations. Please review the following information carefully and reach out if you have any questions or concerns. Before we begin any work, we will ask you to verify that you have read and understood the terms and conditions of our agreement. Henceforth in this document, we will refer to Hogwash Cleaning Solutions LLC as simply "Hogwash or the company."

## Acceptance to Terms

By accepting an estimate, you agree to all the terms and conditions outlined in this agreement. You authorize Hogwash Cleaning Solutions to perform the work specified in the estimate or add-on services during the time frame of their work order. Our company is released from liability for property damage unless such damage results directly from our negligence or willful misconduct. Hogwash Cleaning Solutions shall not be liable for damage including but not limited to loose siding, paint, wood, trim, or windows that was previously noted as damaged or found during the pre-inspection walkthrough.

## Description of Binding Agreement

These terms and conditions constitute a binding agreement between you, the property owner (referred to as the "client"), and Hogwash, including its owners, employees, and subcontractors (referred to as the "company"), for the provision of residential or commercial exterior cleaning services, including pressure washing, non-pressure washing, and media blasting services. We reserve the right to update these terms and conditions at any time without notice. You can review the most current terms and conditions by clicking on the links provided via our website, email communications, or any other communications, such as estimates or invoices.

## Authorizations:

The client agrees to allow the company on the property for the purpose of completing cleaning services requested. The client understands that the cleaning service will be completed in the timeframe given during the estimate. Due to unforeseen circumstances such as bad weather, the cleaning service may need to be moved to the next available business day. The client understands that the company will do their best to accommodate a quick reschedule but must work around other scheduled clients and weather. The company also has permission to visit the property with little or no notice to assess service needs prior to the date of service, as well as to check completion after services have been rendered. The client agrees to allow the company to utilize their residential water source via an outdoor spigot, which will be turned on and easily accessible on the date of service. Client agrees that the company can use provided contact information to reach out to client anytime within reasonable business hours via call, text or email in reference to requested services and or scheduled work.

## **Risks and Releases of Liability Acknowledgement**

### **Overview**

Hogwash technicians are extensively trained in the cleaning industry's equipment and adhere to strict safety measures to protect your property. We use safe techniques, including low-pressure methods, for delicate surfaces such as siding. However, damage can still occur due to poor maintenance, neglect, or the use of low-grade building materials. To prevent potential defects, homeowners should follow routine maintenance as recommended by the manufacturer. Before we wash your home, please address any areas of concern to ensure a watertight seal and prevent damage. Please note that the homeowner assumes all risks and is responsible for any damage that occurs due to improper maintenance.

### **Inspection**

If an in-person estimate has been completed, the sales consultant will photograph the property and document any visible areas of damage or concern. This information will be uploaded to the client's personal portal for future reference and review.

On the day of service, our technicians will:

1. Conduct a pre-inspection before washing.
2. Complete the required job form.
3. Perform a post-inspection after the service is complete.

They will document any pre-existing damage and take before-and-after photos, which will also be stored in the client's personal portal. A copy of this documentation can be sent to the client upon request. Any concerns before, during, or after the service will be promptly communicated to the client.

### **Plants/Landscaping**

**Plant Life Protection:** Clients understand that Hogwash Cleaning Solutions LLC follows strict procedures to protect plant life around the cleaning area. This includes using plant-safe cleaning solutions and minimizing water exposure to sensitive areas. However, if the wash is scheduled during midday sun, there is a potential for leaf burn due to water exposure on and around the plants.

- **Client Responsibilities:** Clients should inform the company of any particularly delicate or prized plants and take additional protective measures if necessary.
- **Evaluation and Action Plan:** If any issues arise with plant life, Hogwash Cleaning Solutions LLC will evaluate the situation to determine whether the plants will recover from leaf burn or if they have been permanently damaged. This evaluation includes assessing the extent of the damage and the type of plant affected. Based on this evaluation, the company will



decide on an appropriate plan of action, which may include providing recommendations for plant care or discussing compensation if applicable.

**Pond Safety:** Hogwash Cleaning Solutions LLC will not perform washing services on properties with a live pond within the cleaning area. Fish are extremely sensitive to pH changes and other alterations to their environment.

- **Service Suspension:** If a pond is found within the washing distance of the requested services, the company will not commence work. Clients must disclose any such ponds during the initial consultation to avoid scheduling conflicts.
- **Client Acknowledgment:** Clients acknowledge that the presence of a pond near the cleaning area can lead to the cancellation or rescheduling of services to ensure the safety of aquatic life.

**Disclaimer:** Hogwash Cleaning Solutions LLC is not responsible for any plant damage caused by pre-existing conditions, environmental factors beyond our control, or lack of maintenance. We recommend that clients follow routine maintenance as recommended by their plant care guides to minimize potential issues.

## HOUSE WASHING ACKNOWLEDGEMENT SECTION

### Housekeeping Items

**Day of Service Preparation:** Clients understand that their property must be prepared and ready for washing as per the Day of Service Preparation sheet provided. Our crew will cover any sensitive fixtures or outlets as part of our service.

- **Electrical Safety:** If your outside electrical outlets or fixtures do not have covers, it is required that all outside electrical outlets and fixtures be shut off at the main breaker before our arrival to complete the washing service. This is an additional precaution to ensure safety.

**Sight Unseen Estimates:** Clients acknowledge that if we provide a site unseen estimate based on provided photos, Google Earth, Google Maps, or other local listings, we may not be able to identify all flaws in exterior surfaces.

- **Liability for Unacknowledged Flaws:** If we conduct a site unseen estimate, the client understands that we are not liable for any unacknowledged flaws. We will, however, do our best to point out any issues on the day of cleaning prior to commencing the washing service.
- **Non-Removable Stains:** Clients should be aware that certain stains, such as rust stains, soot stains, grease stains, or stains from man-made reasons, will not come out with a regular house wash.

### **Additional Client Responsibilities:**

- **Clear Access:** Ensure clear access to all areas that need to be washed, including moving any obstacles or vehicles.
- **Secure Pets:** Secure any pets to prevent them from being in the work area during the service.



## **Water Source and Usage Guidelines**

It is the responsibility of the client to inform Hogwash Cleaning Solutions LLC about their water source, whether it is a well, point, or town water. Please follow these guidelines to ensure smooth service:

**1. Water Source Information:**

- Inform us if you are using a shallow well, point system, or town water.
- Advise us of any past or present issues with your well or pump, including low water table concerns.

**2. Town Water Usage:**

- If you are on town water and pay for water usage, please be aware that our services may increase your water usage. Any additional costs due to exceeding your allotted water usage will be your responsibility.

**3. Responsibility for Water-Related Issues:**

- Hogwash Cleaning Solutions LLC is not responsible for any issues related to electrical, pump, or well systems that may arise during or after our services. This includes, but is not limited to, dry wells, burned pumps, and faulty breakers.

**4. Water Pressure and Flow Requirements:**

- We require adequate pressure and consistent water flow for our equipment. Some of our services may use more water than others.
- To help conserve water, please avoid running other appliances or items that use water during our service.

**5. Conservation Efforts:**

- We strive to conserve water and only use what is necessary to complete your scope of work efficiently.

Example of valid water spigot: Has threads for outdoor water hose.



Example of a water faucet: **(WE CANNOT USE)**



## **Electrical Safety Disclosure**

Hogwash Cleaning Solutions LLC takes every precaution to ensure the safety of your property during our services. However, due to the potential for unknown issues with faulty wiring or GFI outlets, **we require that all outside electrical sources be turned off at the breaker box prior to our arrival. This is a mandatory safety measure to prevent any possible electrical hazards during the cleaning process.**

**Liability Disclaimer:** Hogwash Cleaning Solutions LLC shall not be held liable for any damages or issues that may occur as a result of faulty or pre-existing electrical conditions. By agreeing to our terms and conditions, the client acknowledges and agrees to take full responsibility for ensuring that all outside electrical sources are properly turned off at the breaker box before any cleaning services commence. Failure to comply with this requirement may result in electrical damage or hazards, for which Hogwash Cleaning Solutions LLC will not be held accountable.

**Preventive Measures:** For added safety, Hogwash Cleaning Solutions LLC covers any electrical outlets that do not have outside box covers. Additionally, we do not directly spray water in or on electrical outlets or fixtures to further mitigate any risk of electrical hazards.

**Client Responsibility:** Clients are responsible for ensuring that all electrical appliances and fixtures are in proper working condition before our services begin. It is advisable for clients to have their electrical systems inspected by a licensed electrician if there are any concerns about the condition of the wiring.

**Service Interruption:** If electrical issues are discovered during the service, the work may be paused or adjusted to ensure safety. This may affect the service timeline and potentially incur additional charges.

## **Example Scenario only of a Faulty GFI**

Imagine a residential property where Hogwash Cleaning Solutions LLC is scheduled to perform an exterior cleaning service. The property has several exterior GFI outlets installed to provide electrical safety by shutting off power when a ground fault is detected.

Scenarios:

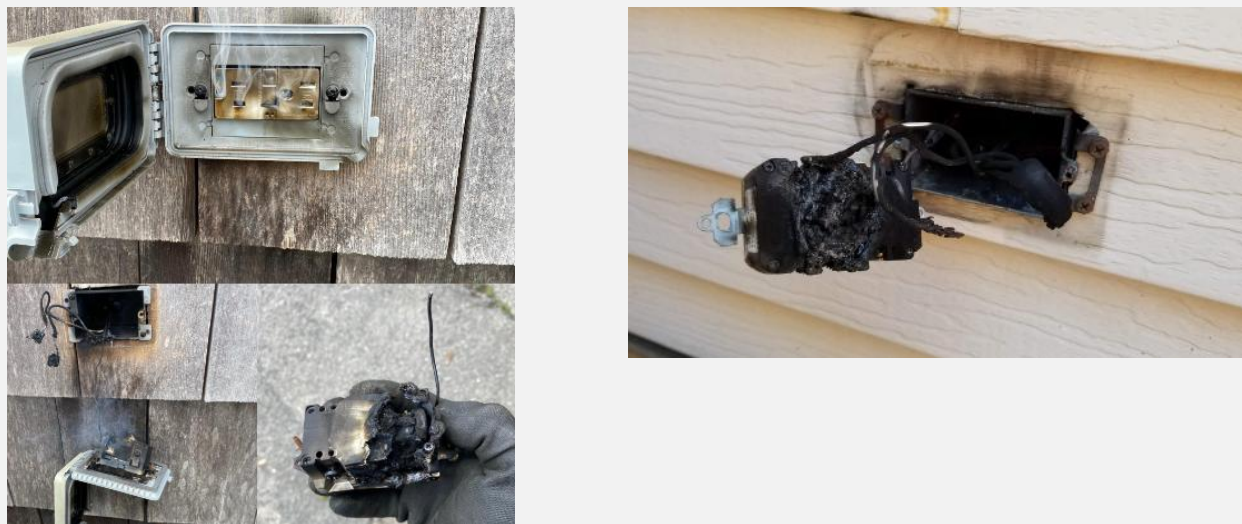
- 1) **Pre-existing Condition:** Unbeknownst to the homeowner, one of the exterior GFI outlets has a pre-existing fault. The outlet's internal components are worn out due to age, weather exposure, and lack of maintenance, causing it to be less sensitive to ground faults.
- 2) **Two Scenario options:**
  - a) **Cleaning Process:** During the cleaning process, Hogwash Cleaning Solutions LLC follows all safety protocols, including covering the outlets and avoiding direct spraying on electrical fixtures. However, a small amount of water manages to seep into the outlet during the cleaning process.
  - b) **Heavy Rainstorm:** During a particularly heavy rainstorm, water is driven by strong winds directly towards the exterior of the house, including the GFI outlets. Despite having covers, the intense and prolonged exposure to heavy rain causes water to seep into the faulty GFI outlet
- 3) **Faulty Response:** **A properly functioning GFI outlet would detect the water intrusion and immediately cut off the power to prevent any electrical hazards.** However, because this particular outlet is faulty, it fails to trip and continues to supply power despite the presence of water.

- 4) **Resulting Hazard:** The water inside the outlet causes a short circuit, which could potentially lead to electrical arcing, a small electrical fire, or shock hazards if anyone touches the outlet. This situation poses a significant risk to both the property and anyone nearby.

**Conclusion:** These scenarios demonstrate the potential risks associated with faulty GFI outlets, whether during a professional cleaning service or a natural event like a heavy rainstorm. Despite preventive measures, such as covering outlets and avoiding direct water spray, a faulty GFI outlet can still fail to perform its safety function.

This underscores the critical importance of clients ensuring their electrical systems are in proper working condition before any cleaning services and adhering to the requirement of turning off all outside electrical sources at the breaker box. Regular maintenance and inspection of electrical systems are essential to mitigate the risks of electrical hazards. By understanding these potential risks and taking necessary precautions, clients can help ensure the safety of their property and everyone around it.

Image example of Faulty GFI



## **Notice on Oxidation**

Clients should understand the following oxidation on their homes:

1. **Visibility of Blemishes and Flaws:**
  - Any existing blemishes or flaws may become more noticeable after cleaning.
  - Homes that have not been regularly maintained or have significant sun exposure are more susceptible to oxidation.
2. **Signs of Oxidation:**
  - Oxidation may appear as a chalky white powder on siding and a loss of clear luster.
  - If your home suffers from oxidation, this difference may be more apparent after cleaning.
3. **Post-Cleaning Visibility:**
  - When a home is covered with debris, blemishes may not be as noticeable. After cleaning, these blemishes may stand out more.
  - These issues are often pointed out during the estimate inspection or the cleaning process, but some may not be identified until after cleaning.
4. **Liability:**

- Hogwash Cleaning Solutions LLC is not liable for any flaws that become more noticeable after washing unless it is due to negligence on our part.

#### 5. **Oxidation Removal Service:**

- We offer an optional oxidation removal service at an additional cost.
- This service is different from a basic house wash and requires special-order solutions, along with different applications and wash techniques.

#### 6. **Examples of Oxidation:**

Faded, chalky film / Breakdown of protective coating layers



## **Weep Holes and Post-Cleaning Residue**

Clients should understand the following regarding weep holes and any potential issues post-cleaning:

#### 1. **Safe Cleaning Solution:**

- Our cleaning solution is specifically designed for our services and will not cause any discoloration or damage to your siding.

#### 2. **Weep Holes and Grime:**

- If your home has a severe buildup of grime, there may be issues with weep holes. Weep holes are small openings in vinyl siding designed by manufacturers to allow ventilation and drainage of condensation.

#### 3. **Post-Cleaning Residue:**

- If you notice a faint rusty color on your siding after cleaning, do not be alarmed. These colors are likely caused by bug feces, debris, and mold that have been dislodged from the weep holes during the cleaning process.
- The residue is not a stain and is not permanent. It will typically wash off with morning dew, a garden hose, or rain.
- Most clients notice a significant difference after the morning dew has settled. The faint colors usually disappear on their own.

#### 4. **Heavy Weep Hole Residue:**

- In cases where the weep hole runs are heavy, we will return for a full rinse down after a visual inspection to ensure your siding looks its best.

**PHOTO EXAMPLES OF WEEP HOLE DRIPS:(EASILY REMOVED WITH A RINSE)**



## **Disclosure on Soot Stains, Rust Stains, and Efflorescence**

Clients should be aware of the following regarding soot stains, rust stains, and efflorescence on their properties:

### **1. Soot Stains:**

- Soot stains, often caused by smoke or exhaust, can be particularly stubborn and do not come out with a standard house wash.
- Specialized treatments are required to effectively address soot stains, which can be discussed and quoted separately.

### **2. Rust Stains:**

- Rust stains, which can result from metal fixtures, irrigation systems, or other sources, will not be eliminated with a regular house wash.
- Removing rust stains typically requires specific rust removal products and techniques, available as an additional service.

### **3. Efflorescence:**

- Efflorescence is a white, powdery deposit that forms on masonry surfaces due to water soluble salts.
- It is often difficult to impossible to remove with standard cleaning procedures and require specialized cleaning solutions and methods.
- Clients should understand that efflorescence can reappear if the underlying moisture issue is not resolved.

Example on brick:



## Artillery Fungus

**Artillery fungus**, also known as shotgun fungus or *Sphaerobolus*, is a type of fungus that belongs to the family Sphaerobolaceae. It is commonly found in mulch, wood chips, and other decaying organic matter. This fungus is notorious for its ability to shoot spore masses, called gleba, up to several meters away from the source, which is why it is referred to as "artillery" fungus.

### **Key Characteristics of Artillery Fungus:**

1. **Appearance:** The fungus produces small, cup-shaped fruiting bodies that are typically less than 1/10 of an inch in diameter. These fruiting bodies are light-colored and can be difficult to spot.
2. **Spore Ejection:** When the fruiting bodies mature, they explosively discharge their spore masses. These spore masses are sticky and can adhere to surfaces like cars, siding, windows, and other nearby objects.
3. **Damage and Removal:** The spores are known for their stubborn adherence and dark coloration, which can be difficult to remove. They can stain surfaces and may require significant effort to clean, and in most situations **DO NOT** remove them even with our soft washing method.
4. **Habitat:** Artillery fungus thrives in moist, shady environments where organic matter is decaying. Mulch beds, wood chips, and compost piles are common habitats.

### **Prevention and Control:**

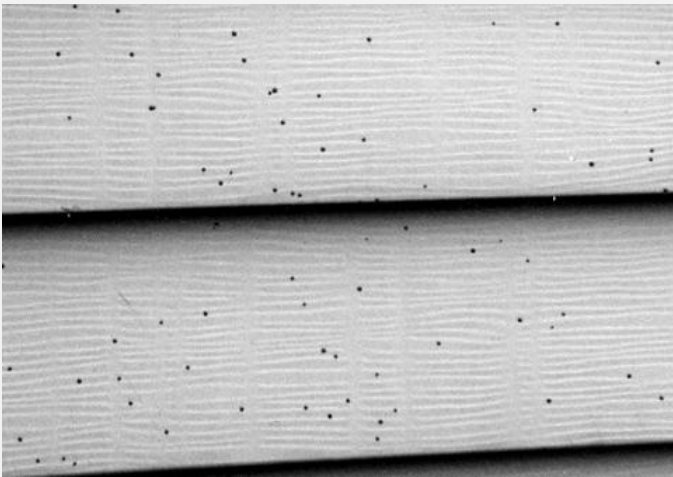
1. **Mulch Management:** One of the most effective ways to manage artillery fungus is to avoid using wood-based mulch or to regularly turn the mulch to promote drying. *Opting for non-wood mulch materials like stone or synthetic mulch can also help.*
2. **Moisture Control:** Reducing the moisture content in mulch and ensuring proper drainage around the property can make the environment less conducive to the growth of artillery fungus.
3. **Cleaning Infected Surfaces:** If spores are found on surfaces, immediate cleaning can prevent permanent staining. Soft washing and using specific cleaning solutions may help, but sometimes physical scraping is necessary, and this does not always prevent the staining from occurring.

Understanding and managing artillery fungus is important, especially for property owners who use mulch extensively, as it can prevent unsightly stains and the inconvenience of frequent cleaning.

### What it looks like in mulch:



What it looks like on your siding or other surfaces:



## **Special Considerations for Wood or Log Sided Houses**

Clients with wood or log sided houses should understand the following:

### **1. Special Attention Required:**

- a. Wood or log sided houses, especially those made of materials like cedar, require specific cleaners and techniques to prevent damage.

### **2. Proper Cleaning Solutions:**

- o Using the correct cleaning solutions and techniques is essential to maintaining the integrity of the wood.

### **2. In-Depth Evaluation:**

- o These homes require a thorough evaluation of their current condition and an understanding of the client's expectations. We provide basic washes as well as stain or paint preparation washes. We also offer media blasting if this is the service required.

### **3. Expert Evaluation:**

- o Our wood expert technicians will conduct a detailed assessment with you to determine the best cleaning program for optimal results based on your needs.

### **4. Potential Effects of Washing:**

- o The cleaning process may break down old stain, paint, or sealer in some areas due to the natural degradation of these materials over time.
- o Lightening or graying of the wood may still occur even after our wash.

## **Window Cleaning**

Clients should understand the following about window cleaning services:

### **1. Basic Window Cleaning:**



- During the house wash service, a basic window cleaning is included.
- This basic cleaning will remove debris from windows, but may leave water spots, especially if you have hard water.

## **2. Purified Water-Fed Pole System:**

- For a squeaky-clean shine, an added window cleaning service with a purified water-fed pole system is recommended.
- This system uses filtered water to ensure no water spots or streaks are left on the windows.

## **3. Screen Removal:**

- If opting for the purified water-fed pole system, screens must be removed before the service.
- The company will not remove screens unless a responsibility consent form is signed by the client.
- Screens can be delicate and brittle and removing them carries the risk of damage. Clients must acknowledge this risk and consent to the company not being held liable for any damage to worn or brittle screens. There is an additional charge for screen removal.

## **4. Without Added Window Cleaning:**

- If the added window cleaning service is not selected, screen removal is not required.
- However, it is recommended to remove or lift the screens slightly to allow any debris between the window and screen to be rinsed away during the house wash.

## **Gutter Cleaning Disclosure**

Clients should be aware of the following regarding gutter cleaning services:

### **1. Service Inclusions:**

- Our gutter cleaning service includes the removal of leaves, debris, and other obstructions from the gutters and downspouts to ensure proper water flow.

### **2. Pre-Existing Conditions:**

- The company is not responsible for any pre-existing conditions, such as damaged or improperly installed gutters, that may affect the effectiveness of the cleaning service.
- Any existing damage or issues with the gutters will be documented and reported to the client prior to commencing the cleaning service.

### **3. Potential Issues:**

- During the cleaning process, we may discover issues such as loose or sagging gutters, leaks, or downspouts that are disconnected or improperly aligned. These issues will be communicated to the client for further action.

### **4. Water Damage and Staining:**



- Gutter cleaning can sometimes result in water splashing onto the siding, windows, or surrounding areas, potentially causing temporary water stains or minor debris splatter.
- While we take precautions to minimize this, the company is not liable for any temporary water stains or minor debris left behind.

#### **5. Safety and Accessibility:**

- For safety reasons, our technicians will not perform gutter cleaning on roofs with excessive pitch, slippery conditions, or other hazardous situations.
- If the gutters are not safely accessible, we will inform the client and discuss alternative solutions.

#### **6. Maintenance Recommendations:**

- Regular gutter cleaning is essential to prevent water damage to your home. We recommend scheduling gutter cleaning at least twice a year, preferably in the spring and fall.

#### **7. Client Responsibilities:**

- Clients must ensure that any obstacles, such as vehicles, furniture, or landscaping, are moved away from the gutter areas to provide clear access for our technicians.
- If any repairs or additional maintenance are required, it is the client's responsibility to address these issues promptly to ensure the longevity and effectiveness of the gutter system.

## **Cleaning Brick, Pavers, Concrete, and Other Hard Surfaces**

Clients should be aware of the following regarding the cleaning of brick, pavers, concrete, and other hard surfaces:

#### **1. Surface Sensitivity:**

- Different hard surfaces have varying levels of porosity and sensitivity to cleaning solutions and pressure washing.
- Our technicians are trained to assess and apply the appropriate cleaning methods and solutions to minimize the risk of damage.

#### **2. Pre-Existing Conditions:**

- The company is not responsible for any pre-existing conditions such as cracks, chips, or other damage that may become more apparent after cleaning.
- Any existing damage or issues with the hard surfaces will be documented and reported to the client prior to commencing the cleaning service.

#### **3. Efflorescence:**

- Efflorescence, a white powdery deposit on masonry surfaces, may become more visible after cleaning. While we can address it, efflorescence is not always fully removable and can reoccur if underlying moisture issues are not resolved.



#### **4. Rust and Stains:**

- Rust stains, oil stains, and other deeply embedded stains may not be entirely removed with standard cleaning procedures. Specialized treatments are required, available as an additional service.

#### **5. Surface Wear and Tear:**

- Over time, exposure to elements can cause wear and tear on hard surfaces. Cleaning can sometimes reveal these underlying conditions, which were previously hidden by dirt and debris.
- The company is not liable for the visibility of such wear and tear post-cleaning.

#### **6. Surface Sealing:**

- For optimal results and to protect the cleaned surfaces, it is recommended to apply a sealant after cleaning.

#### **7. Potential for Discoloration:**

- High-pressure washing and certain cleaning solutions can sometimes lead to slight discoloration or uneven color on aged or weathered surfaces.
- We strive to use the gentlest effective methods, but some changes in appearance can occur.

#### **8. Client Responsibilities:**

- Clients must ensure the areas to be cleaned are clear of obstacles, such as vehicles, furniture, or decorative items, to provide safe and unobstructed access for our technicians.
- Any concerns or specific areas of focus should be communicated to our team before the service begins.

## **ROOF WASH ACKNOWLEDGEMENT SECTION**

### **House Keeping Items**

#### **Client Preparation:**

- Ensure the property is prepared and ready for the roof service as outlined in the Day of Service Preparation sheet.
- Remove any loose or fragile items around the perimeter of the house to prevent potential damage during the roof service.

#### **Remote Estimates:**

- If we provide a sight-unseen estimate based on photos, Google Earth, Google Maps, or other listed information, please note that we may not be able to identify all flaws in the roof surfaces.
- In such cases, the client understands that we are not liable for any unacknowledged flaws. We will do our best to point these out on the date of cleaning before starting the service.

#### **Stains and Surface Issues:**



- Please be aware that certain stains, such as rust, soot, grease, or those from man-made causes, may not be removable with a regular roof wash. These stains often require specialized treatments which can be discussed separately.

#### **Gutter and Downspout Considerations:**

- Ensure gutters and downspouts are clear of debris to allow proper water flow during the roof cleaning.
- Inform our team of any existing issues with gutters or downspouts so we can take appropriate precautions.

#### **Plant and Landscaping Protection:**

- Our crew will take measures to protect plant life and landscaping around the property. However, some water runoff is inevitable, so please notify us of any particularly sensitive plants or areas.

#### **Additional Recommendations:**

- Inform our team of any areas of concern or special instructions prior to the service date.
- Make sure pets and children are kept indoors or away from the service area for safety.

**Water Source and Usage Guidelines:** See pages 4-5

## **Roof Treatment**

When the company completes a soft wash roof service, clients understand that each roof reacts uniquely to our solution, and results may vary. Our solution guarantees to eliminate damaging growths like algae, moss, or lichen. Clients understand that while the roof will show cleaning results, complete removal of dead growths may take additional time. This variation occurs due to factors such as roof age, shingle type, location, and the extent of buildup.

Clients understand that we do not forcefully remove growths from the roof, as it could cause damage. If a client insists on forcibly removing moss heads, they must sign a waiver releasing Hogwash from any liability for damage and voiding the soft wash method. Clients also understand that this action could void their roofing manufacturer's warranty. Therefore, we exclusively use the soft washing method for roof cleaning.

Algae on roofs is typically a type of cyanobacteria called *Gloeocapsa magma*. It appears as dark streaks or black stains on shingles, particularly on the north side or other shaded areas of the roof.

- **Retains Heat:** Algae growth can darken areas of your roof, which can absorb more heat from the sun. This can potentially increase the temperature of your attic and home, leading to higher cooling costs.
- **Moisture Retention:** Algae can retain moisture, which can lead to the growth of other organisms such as moss and lichen. These organisms can cause further damage to your roof over time if not addressed.
- **Reduced Roof Lifespan:** While algae itself does not damage the roofing material, the presence of other organisms and moisture retention can contribute to the deterioration of shingles, potentially reducing the lifespan of your roof.



Moss and lichen are two types of organisms that can grow on roofs, particularly in damp and shaded areas. Unlike algae, which is a type of cyanobacteria, moss and lichen are more complex plant-like organisms. While they may give your roof a natural, rustic look, they can be quite damaging if left unchecked.

- **Moisture Retention:** Moss and lichen can trap moisture against your roof's surface. This prolonged exposure to moisture can lead to the deterioration of roofing materials over time. It can also contribute to the growth of other organisms, such as fungi, which can further degrade your roof.
- **Shingle Damage:** As moss and lichen grow, their roots can penetrate and pry apart shingles. This can loosen the shingles and create gaps where water can seep underneath, leading to leaks and water damage.
- **Weight:** Moss and lichen can add significant weight to your roof, especially when wet. This additional weight can strain the roof structure and may lead to sagging or other structural issues over time.
- **Aesthetic Impact:** While some people may find moss and lichen aesthetically pleasing, an overgrowth can make your roof look unkempt and can detract from your home's curb appeal.
- **Blocking Gutters and Downspouts:** Overgrown moss and lichen can break off and clog gutters and downspouts, leading to water backup and potential water damage to your home's interior.



### Roofing Styles:

1. Asphalt Shingles
  - a. Composition: Made of a base mat of fiberglass or organic materials, coated with asphalt and topped with ceramic granules.
2. Wood Shingles and Shakes
  - a. Composition: Made from natural wood, typically cedar, redwood, or pine.
3. Metal Shingles
  - a. Composition: Made from various metals such as steel, aluminum, copper, or zinc.
4. Slate Shingles
  - a. Composition: Made from natural stone, typically quarried and cut into thin, flat pieces.
5. Clay and Concrete Shingles
  - a. Composition: Made from natural clay or concrete, molded into various shapes and sizes.
6. Composite Shingles
  - a. Composition: Made from a mix of materials such as asphalt, fiberglass, recycled paper, and plastics.

### Reasons why organic matter grows on any roofing material:

- **Moisture Retention:** Limestone in shingles can retain moisture, providing a conducive environment for organic matter such as algae, moss, and lichens to grow.
- **Surface Texture:** The rough texture of asphalt shingles, including those with limestone filler, offers a good surface for organic matter to latch onto.
- **Nutrient Accumulation:** Dust, dirt, and organic debris can accumulate on the surface of shingles. This debris provides nutrients that support the growth of organic matter.

- **Weather Conditions:** Areas with high humidity, frequent rainfall, and shade can promote the growth of organic matter on roofs, including those with limestone-filled shingles.
- **Environmental Exposure:** Spores and seeds from nearby trees, plants, and the wind can settle on the roof, finding a suitable environment to grow in the presence of moisture and nutrients.

## **Method:**

Soft washing is a gentle, effective method for treating moss, lichen, and algae on roofs. Using specialized cleaning solutions, we apply a low-pressure wash that safely kills and removes these organisms without causing any damage to your roof.

Soft washing is not only safe and environmentally friendly but also helps prevent future growth, making it an ideal choice for roof maintenance.

Each type of roofing material requires a slightly different approach. For example, shingle roofs are treated differently than metal or slate roofs. In some cases, a lift is required to reach slate and certain metal roofs. Metal roofs may also require brushing, and if oxidation is present, we may need to apply a separate solution before brushing.

The solution mix we use varies depending on the extent of the roof infection, and the price we quote reflects the amount of solution needed, the complexity of the job, and the techniques required.

## **Our Process**

1. **Debris Removal:** Any loose debris is brushed or blown off the roof before we begin.
2. **Application:** The soft wash solution is applied starting at the peak of the roof and layered down to the edge.
3. **Dwell Time:** The solution sits and works to penetrate and kill the organic matter.
4. **Re-Application:** For heavily infected roofs, a second application may be necessary at the time of service. This is priced into the estimate accordingly.
5. **Results:** While the solution will start working immediately, some stubborn growths, like thick moss, may take a few weeks to fully disappear.

It's important to note that while the soft washing application will take care of the organic matter, stubborn growths like thick moss or lichen may take a few weeks to months to fully disappear. Rest assured, we'll work diligently to ensure your roof is clean and free of unwanted growths.



## **Understanding Roof Granular Loss and Organic Growth**

Roofs naturally experience granular loss over time, which is a normal part of the aging process. However, when a roof is infected with organic matter like moss and lichen, this process can accelerate, leading to faster deterioration of the roof.

- **Granular Loss and Organic Growth:** Moss and lichen can accelerate granular loss, particularly in the areas where they are present. This can diminish the lifespan of the roof more quickly compared to algae growth.
- **Post-Cleaning Effects:** After a roof cleaning, areas of granular loss may become more visible. This is because the organic matter that was once hiding these areas has been removed, revealing the underlying granular loss.
- **Monitoring and Maintenance:** There is no way to prevent granular loss after an infection. However, you can monitor the condition of the shingles and consider maintenance to prolong their lifespan.
- **Cleaning Solution Safety:** Our cleaning solution is specifically designed for our services. It is safe to use and will not cause any discoloration or damage to your roof.

Example of Shingle with high grade granular loss:



Example of Moss, creating underlying granular loss



## **Understanding Metal Roof Oxidation and Maintenance**

Client understands that metal roofing can oxidize over time, leading to the formation of rust and other corrosion. It's important to address oxidation promptly to prevent further damage and maintain the integrity of the roof.

- **Signs of Oxidation:** If the metal roof shows signs of oxidation, such as rust spots or discoloration, it requires a special oxidation removal service. This service is designed to remove the oxidized layer and restore the roof's appearance and integrity.
- **Preventative Measures:** Regular maintenance and inspections can help identify early signs of oxidation and prevent it from spreading. Coating the metal roof with a protective sealant can also help prevent oxidation.
- **Standard Roof Wash:** If the metal roof shows no signs of oxidation, a standard roof wash service can be completed. This service is designed to remove dirt, debris, and organic growth, keeping the roof clean and well-maintained.
- **Professional Service:** It's recommended to hire a professional roofing service for metal roof maintenance and oxidation removal. They have the expertise and equipment to safely and effectively treat metal roofs.
- **Longevity:** Proper maintenance and timely treatment of oxidation can extend the lifespan of a metal roof, saving the homeowner money on costly repairs or replacement.

Example of oxidized roof. Before left, after right.



Example of regular roof service: Painted roof



## Understanding Touch-Ups for Roof Cleaning

Client understands that after the initial treatment, there may be a need for touch-ups to ensure complete removal of algae, moss, or lichen from the roof, especially on heavily infected roofs or roofs with knit moss or lichen. Here's what to expect:

- **Light Brown Areas:** Some light brown areas may remain after treatment, especially on heavy patches of algae. These are dead algae that were previously black streaks. Over time, natural elements such as sun exposure and rain will help remove these areas. We request clients to wait 8 to 16 weeks for the brown areas to fade. If they persist after this period, please contact us for further assessment.
- **Moss and Lichen Growth:** Moss and lichen may take time to completely fall off the roof. Our solution is designed to work gradually, allowing these growths to dry out and fall off naturally. If after 8 to 16 weeks the growth remains, please reach out to us for an onsite assessment.
- **Assessment and Touch-Ups:** Touch-ups are determined after the 8–16-week mark to allow sufficient time for the natural removal process. If a reapplication of the solution is necessary for proper treatment, touch-ups will be done at no additional cost to the client.

We strive to ensure your roof is thoroughly cleaned and free of organic matter. Your patience and cooperation during the post-treatment period are greatly appreciated as we work to achieve the best results for your roof.

## Air Duct & Dryer Vent Cleaning

Air duct cleaning is a process that involves removing dust, debris, and other contaminants from the ductwork in your home or building.

1. **Purpose:** The main purpose of air duct cleaning is to improve indoor air quality by removing pollutants that can accumulate in the ductwork over time. This can include dust, pollen, mold spores, pet dander, and other allergens.
2. **Benefits:**
  - a. **Improved Air Quality:** Removing contaminants from the ductwork can help reduce the number of allergens and pollutants circulating in the air.
  - b. **Energy Efficiency:** Clean ducts can help improve the efficiency of your heating and cooling system, potentially lowering energy bills.
  - c. **Odor Removal:** Cleaning can help remove unpleasant odors that may be lingering in the ductwork.
  - d. **Health Benefits:** For people with allergies or respiratory issues, cleaner air can lead to improved health and well-being.
3. **Process:** 
  - a. **Cleaning Equipment:** Specialized tools and equipment are used to dislodge and remove debris from the ductwork. This may include brushes, air whips, and vacuum systems.
  - b. **Cleaning Process:** The cleaning process typically involves loosening debris with agitation tools and then using a powerful vacuum to remove it.
  - c. **Sanitization:** In some cases, the ductwork may be sanitized to kill any remaining bacteria or mold spores.
4. **Frequency:** The frequency of air duct cleaning can vary depending on several factors, including the age of the ductwork, the level of contamination, and the presence of allergens or other health concerns. In general, it is recommended to have your air ducts cleaned every 3 to 5 years, or more frequently if you notice signs of contamination or reduced air quality.

#### Dryer Vent Cleaning Overview:

**Purpose:** Dryer vent cleaning involves removing lint, dust, and debris from the dryer vent duct to improve dryer performance, prevent fire hazards, and reduce energy consumption.

#### **Benefits:**

- **Fire Prevention:** Removing lint buildup reduces the risk of dryer fires, which can occur when lint blocks airflow and overheats.
- **Improved Dryer Efficiency:** A clean vent allows the dryer to operate more efficiently, reducing drying times and energy consumption.
- **Extended Dryer Lifespan:** Regular cleaning can help prolong the life of the dryer by reducing strain on the motor and heating element.
- **Prevention of Mold and Mildew:** Removing moisture and lint buildup helps prevent mold and mildew growth in the vent duct.

#### **Process:**

- **Inspection:** A thorough inspection of the dryer vent system is conducted to assess the level of lint buildup and any potential blockages.
- **Cleaning:** Specialized tools and equipment are used to remove lint and debris from the vent duct. This may include brushes, air whips, and vacuum systems.

- **Safety Measures:** Proper safety measures are followed to protect the home and ensure the cleaning is done effectively and safely.
- **Recommendations:** After cleaning, the technician may provide recommendations for maintaining the dryer vent system and preventing future buildup.

**Frequency:** It is recommended to have your dryer vent cleaned annually or more frequently if you notice signs of reduced airflow or longer drying times.

## **Log Division: Media Blasting**

### **Overview:**

Our experts in the media blast division are well-versed in the options available for your surface needs. While our primary focus is on natural woods like logs, we also have experience media blasting other surfaces such as metal and concrete.

Our log division experts will carefully assess the scope of work, your project requirements, and your final expectations for the service. It's important to note that the type of wood, its age, condition, and previous maintenance will all impact the results of the media blasting process.

*Our client understands that our project completion is based on our team's extensive training, experience, and industry knowledge. This encompasses the careful selection of blast media for your home, as well as the choice of sandpaper grit and our preparation methods for staining. We adhere strictly to our training and recommendations to ensure the best possible outcome for your project. If a client prefers a method that deviates from our recommendations, additional costs may apply, and a waiver may be required. In cases where the client's preferred method, tools, or techniques may lead to damage or unsatisfactory results, we reserve the right to decline the project. Our priority is always to provide a service that meets our high standards and ensures the longevity and beauty of your log home.*

We regularly attend seminars and training sessions to stay updated on the latest techniques and recommendations for log home maintenance. This ensures that we provide the highest quality service and achieve the best results for our clients.

The client acknowledges that media blasting involves the use of abrasive materials to remove surface coatings, dirt, and debris from logs. This process can expose underlying issues such as wood rot, insect damage, or previously hidden defects in the logs that were not seen in the initial inspection. During the initial inspection at the time of the estimate, the log manager will look for any pre-existing issues such as log rot or damage and will suggest necessary repairs prior to commencing any blasting. If a serious issue is observed, the log manager will plan the scope of the work accordingly.

The client understands that the media blasting process can result in minor surface abrasions, changes in texture, or exposure of underlying wood conditions that were not visible prior to the blasting. The client also understands that Hogwash Cleaning Solutions cannot be held responsible for any pre-existing conditions of the logs or any damage resulting from the exposure of these conditions during the media blasting process. This includes, but is not limited to, the loosening or removal of existing chinking, minor gouging or pitting of wood surfaces, and the uncovering of hidden defects. The client acknowledges that they are responsible for the cost of any repairs required due to pre-existing conditions or issues uncovered during the blasting process.

Media blasting effectively cleans surfaces by removing dirt, debris, stains, and coatings, helping to restore your log home's original appearance as closely as possible. However, the full scope of work involved in media blasting is heavily dependent on weather conditions. It's crucial to schedule these services during optimal weather conditions.

*Clients should understand that weather conditions can impact our log division timelines, but we always strive to work around these conditions to ensure the best outcome for our clients.*

## **What is Media Blasting?**

Media blasting is a technique used to clean and prepare surfaces for staining or painting. It's also effective for removing paint from various surfaces like metal, buildings, automotive frames, and boats.

This process involves using specialized machinery to propel solid particles of abrasive material, such as sand, against hard surfaces to smooth, remove paint, or modify the surface. A sandblaster uses high pressure to accelerate blasting media to erode metal and other materials at a microscopic level. The choice of blast media is crucial and tailored to the specific scope of work.

### **Capabilities include, but are not limited to:**

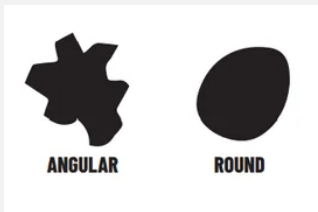
- Paint/Stain Removal
- Wood Restoration
- Rust, Corrosion & Fire Damage
- Calcium & Mineral Deposits & Concrete Restoration (removal of efflorescence)
- Powder Coat Removal, Antique Restoration & Rust Removal
- Industrial Equipment / Graffiti Removal & Parking Lot Stripes or Line Stripes



### **Media Blast Material Overview:**

The media used for sandblasting is typically fine-grained sand that has been treated to remove contaminants. This sand comes in different grades of coarseness, chosen based on the scope of work and desired results.

### **Types of Abrasive Shapes:**



There are two main types of abrasive shapes - angular and round. Angular media, with its irregular edges, is ideal for creating a textured surface on substrates like paint or finishes. On the other hand, round-shaped abrasives are best for achieving a polished surface without texture.

**Size, Density, and Hardness of Media:**

|        | Looks Like |
|--------|------------|
| 20/40  |            |
| 40/70  |            |
| 60/100 |            |

Most abrasives are measured by their mesh size, which indicates the number of holes the media can pass through per square inch of screen. The size, density, and hardness of the media are determined based on the fragility of the surface being worked on.

**Dry or Wet Blasting:**

Our system offers both dry and wet blasting options. Dry blasting is the most common method and is preferred for its versatility. It is suitable for a wide range of surfaces and can be recycled in the system. Wet blasting, on the other hand, is used in specialty situations, such as confined areas with poor ventilation or to prevent dust plumes in heavily populated areas. It is also effective for removing heavy coatings like epoxy paints or iron phosphate, which can be challenging to remove with dry media.

In summary, dry blasting is the go-to method for most projects, offering flexibility and efficiency. The choice of media coarseness depends on the surface being worked on, and wet blasting is reserved for specific circumstances where it is more suitable.

**Chinking, Log Jam, or Energy Seal:**

**Chinking:** Chinking is a flexible sealant used between logs in log homes to seal against air, water, and insects. It helps maintain the structural integrity of the home and improves energy efficiency.

**Log Jam:** Log jam is a textured, water-based sealant used to seal and chink log homes. It provides a durable seal against weather elements while maintaining the natural look of the logs.

**Energy Seal:** Energy Seal is a premium sealant designed for log homes. It provides superior adhesion and elasticity, ensuring a long-lasting seal against drafts, insects, and water penetration.

**Application:** Chinking, log jam, or energy seal is applied after the logs are cleaned, dried, and stained. It is essential for maintaining the integrity and weather resistance of your log home.

**Color Options:** These sealants come in a variety of colors to match your existing logs or to complement your chosen stain color. Color matching ensures a seamless and aesthetically pleasing finish.

**Additional Cost:** The cost of chinking, log jam, or energy seal application is determined by the linear foot of log to be sealed. This cost will be included in your project estimate.

Non-Refundable: Any colored chinking, log jam, or energy seal purchased on behalf of the client is non-returnable, and any associated costs are non-refundable.

## **Repairs & Log Work**

Our team of log masters boasts extensive experience in executing custom log repairs. Each repair or new log addition is tailored to the specific requirements of the job, ensuring seamless integration with the existing structure.

These specialized repairs are carried out by a dedicated crew, working in conjunction with your assigned log manager to coordinate the project timeline. Please note that deposits are required for this particular type of work, with the exact amount determined at the time of the quote.

In most cases, the repair logs are custom-made by the log master, which can take time to prepare the necessary pieces for the repair. It's important to understand that new logs or wood may differ in appearance when stained compared to older, aged wood. However, we make every effort to ensure that the new logs or wood blend as closely as possible with the existing color or are matched to the new stain color to achieve a harmonious finish.

## **What to Expect:**

- 1) Equipment Arrival: The log crew will arrive on-site with all the necessary equipment and tools to complete the scope of work. These items will be placed out of the way as much as possible but may need to be moved occasionally to ensure access to all areas of the property. In some situations, this could block areas you may need to get to temporarily. We do our best to avoid this.
- 2) Pre-Preparation: The crew will begin pre-preparation on the property by covering all windows, doors, vents, pipes, and other materials with special coverings to prevent the media blast material from penetrating these surfaces. Light fixtures, outdoor electrical covers, cameras, and any other items on the log home have to be removed to ensure that all logs are exposed for proper media blasting.
- 3) Media Blasting: Media blasting will occur once all pre-preparations are made around the home. The coarseness of the sand used varies depending on the style of log, wood, and condition, and will be determined by the log division manager.
- 4) Sanding: After media blasting is complete, typical Osborne brush and hand sanding will be done as needed to ensure a smoother finish on the logs in preparation for staining. The grit of sandpaper will be determined per each project. All dust from media blasting and sanding will be blown and cleaned off to further prepare the surface for the next stage.
- 5) Staining: Once all sanding is completed and cleanup has occurred, the crew will apply the chosen stain color per the scope of work. We use Sascho products, a 2-part system including stain and clear coat. Any stain ordered on your behalf is non-refundable. An option, but recommended, is the application of one coat of Armor-Guard borate treatment to repel insects and log rot on all log surfaces. This is done before staining if the client opts for this added service.
- 6) Additional Work: If applicable to the scope of work, other tasks like log jam or caulking will commence after staining. These should only be applied to clean, dry, and stained wood. Bond breakers such as backer rod, if not present already, should be installed before log jam is done. Any colored log jam, chink, or caulking purchased on behalf of the client is non-returnable, and any cost associated with this purchase is non-refundable. If the client's existing chink, caulking, or log jam does not need to be replaced, we will not

suggest the added cost of this. We would suggest it as needed and color match as best possible to your existing color. Sascho also offers the option for paint for chinking, which can be an option for those with chink in good condition, priced accordingly.

7) Additional Services: Any additional work such as repairs, or new builds will be placed in the queue of work according to the log division manager's schedule.

8) Maintenance Suggestions: The log manager will suggest a proper maintenance schedule for your property, including washing and when stain re-coating should be done.

## **Payment Terms Media Blasting Only**

Given the specialized nature of our log division's work, we have unique payment terms and requirements. These terms will be clearly outlined in your estimate. Any deviations from our standard payment terms will be specified in your estimate, tailored to the services and scope of work involved. In most cases, our standard terms will apply. Here is an overview of our basic terms:

- 1) To secure your spot in our schedule, **a deposit of \$2200.00 is required, with \$100 of this amount being non-refundable.** This deposit will be deducted from the total quoted amount, including sales tax. It serves to reserve your estimated start time for services. Please note that weather conditions can impact start times, so we provide a window of estimation to account for any potential delays.
  - 2) Half of the remaining total minus the above deposit is due on the day of media blasting. This portion covers the cost of the media blasting, Osborne brushing, sanding, and all associated materials and labour needed to complete this phase of the services.
  - 3) The final portion is due upon completion of the services. This covers the remaining aspects of the service, including staining/painting, chinking, log jam, energy seal, and any other necessary tasks. This payment includes all materials and labour required to complete this phase of the project.
- For Example: Total project price quoted with sales tax is \$33,066.15. You would place your deposit amount of \$2200.00 down to secure your spot in the schedule. That leaves a total with sales tax included of \$30,866.15. So, the next total due would be the media blasting deposit which would be \$15,433.08 and then remaining total due when we are in the final portion of services is \$15,433.07.

## **Staining/Painting**

Client understands that Hogwash Cleaning Solutions has established relationships with select distributors for our staining or painting products, with Sascho being our preferred brand. Unless otherwise specified by the client, we will price out the cost of the stain based on our agreed pricing with our distributors. It is the client's responsibility to choose the stain or paint color. Please note that color examples provided may vary based on factors such as the type, age, condition, and maintenance of the wood, which can affect the final result. We recommend conducting test staining with potential color choices, and our log manager will suggest the best option for stain sampling.

Client understands that new logs or repairs may stain differently from aged logs. While we strive to color match and blend the stain of old and new logs for repairs, exact matching cannot be guaranteed. If the client requires our company to color match existing stain or paint, they must sign-off on a form with the color pick prior to order, indicating their commitment to the color choice and order.

If the client wishes to use a brand not recommended by us, they must provide all information on the stain and color choice. Our log manager will review this with the client based on their scope of work. Any stain or paint ordered on behalf of the client is non-returnable, and any associated cost is non-refundable, so it's important to ensure satisfaction with the color choice.

We require a deposit of half down prior to commencing services to cover upfront costs. Clients are welcome to purchase the stain or paint they wish to use, and Hogwash can apply it. Pricing would reflect the cost of labor and tools necessary for application. Hogwash is not responsible for any discrepancies in colors chosen by the client. If any stain ordered through our distributors is flawed, Hogwash will take necessary steps with the original distributor, but it remains the client's responsibility.

### **Cancellation Policy – Log Division**

If the client wishes to terminate or cancel this agreement, **written notice must be provided at least 48 hours prior** to the scheduled job start time. Notice must be submitted **by email or written letter** to be considered valid.

Cancellations made **within 48 hours** of the scheduled job, or **on the day of service**, are subject to fees. If any equipment including but not limited to the log blaster has been **delivered or staged on-site prior to cancellation**, the client will be responsible for associated costs, including but not limited to:

- Labor for equipment delivery and retrieval
- Fuel expenses
- Mileage and wear-and-tear on company vehicles and equipment

These expenses will be **deducted from the client's initial deposit** made at the time of contract signing. Any remaining balance from the deposit will be refunded within **10 business days** following an expense review.

### **Day of Service Media Blasting Only:**

We are so pleased you have requested us to complete services at your property! We wanted to provide you further information to prepare you for your upcoming services:

**CHECKLIST DAY OF FOR MEDIA BLASTING:** On your day of service please ensure the following is done at least 4-6 hours prior to your service:

1. Please make sure the outside electricity breaker is turned off. Light fixtures will be removed, and no electricity can be going to them.
2. If you have outside cameras, we ask that you take them down. These need to be removed before media blasting can occur.
3. Please clear the work areas of all items such as furniture, decorative items, potted or hanging plants, vehicles, etc.
4. If you have a pool or hot tub, please ensure you have the cover on it if located within the range of working area.
5. Please have all windows and doors shut tightly.
6. Please have all pets inside during service.

What to expect:



- We scheduled you in a specific time block to complete your services. Please understand that your start date of service can be impacted due to delays caused by weather. If your date of service is going to be impacted by any type of delay, the log division manager will reach out to you prior to.
- If we get rain during the time of your scheduled services (media blasting, staining, chinking etc.), we will have to delay work until the weather clears and conditions for services can be resumed.
- We do not require you to be home at the time of services if all the steps for preparation have been completed. If you are getting a service that requires inside access, we require someone to be available over the age of 18.

If you are getting media blasting services done, depending upon the need, the log division manager may cover all windows and doors with protective covering during the whole timeframe of blasting. The log division manager will ensure that you are aware of this if it is necessary for your job. • Please advise the office manager if there are any issues with the property prior to your date so we can prepare accordingly.

## **Day of Service Washing Only:**

On the Day of Service:

Property must be prepared for services 5-8 hours prior to the scheduled time. Our staff may arrive early to get ahead of schedule, so we request that your property be prepared in advance.

1. Please ensure a water spigot is activated and accessible. The water must have a steady pressure of 30 PSI. We cannot connect to a water faucet; it must be a direct line for optimal pressure. (See page 4 of the terms & conditions for examples.)
2. All windows and doors should be tightly shut.
3. **MANDATORY:** Shut off all outside electrical outlets and fixtures at the breaker box prior to our arrival.
4. **ONLY FOR WINDOWS BEING CLEANED WITH PURIFIED POLE SYSTEM:** Remove screens. Regular window cleaning with house wash does not require removal. If there is heavy debris between the window and screen, please remove or lift the screen for better rinsing between windows.
5. Keep all pets inside before and during the cleaning.
6. Clear the work areas of all items and remove all sensitive materials from the areas being washed, such as flags, doormats, and vehicles.
7. Avoid using water during the cleaning service to ensure there is no loss of pressure or volume.

While the company has implemented procedures and processes to cover electrical outlets, we suggest the client shut off power to all exterior outlets that are not covered with exterior covers. The company will clean windows, but it is the client's responsibility to remove any window screens, as they can be delicate and brittle unless a waiver is signed. Removing window screens will allow the company to thoroughly clean windowsills and leave the windows streak-free.



## **Exclusions, Limitations & Fees:**

1. **Deposit washing:** A \$75 deposit is required to secure your cleaning service unless other arrangements are made on your estimate. This deposit is non-refundable and will be deducted from the total quoted price after service completion on your invoice. The deposit must be paid to keep your scheduled slot and is required in connection with approving the quote sent via signature, record of email or text, or verbal confirmation.
  - For example, if a job is quoted \$300 and the sales tax rate is 7%, the total is \$321.00, a \$75.00 deposit is required, leaving a remaining balance due after service of \$246.00. In some cases, we may request a higher deposit depending upon the job due to materials or type of cleaning, as outlined in your estimate with details from the office manager.
2. **Water Source Fee:** A \$55 fee will be assessed if the client does not have a proper water source ready when technicians arrive, or if the water pressure is not a consistent 30 PSI, or if water failure occurs. Water failure includes instances where the filtration system or water system inside your house or well pump stops, at no fault to us, resulting in water pressure/stream falling below 30 PSI. It is required to have a water source available.
3. **Cancellation Fee:** A \$50.00 cancellation fee will be assessed if the client cancels service without 72-hour notice, or if the company arrives and cannot wash due to steps 1-4 not being completed on the day of service, or if there is construction work happening at the property that inhibits service from occurring. (Emergency situations are different.)
4. **Return Visit Fee:** A fee of \$50 will be assessed if the company returns to the site to review a noted issue or complaint and finds it is not caused by improper cleaning by the crew. For example, if we complete a house wash in the morning and get a call in the evening stating there is remaining debris on the siding, we will do a full review with designated crew and field hand checklist sheets first. If we return to the site and find that lawn care services were done that afternoon and the debris on the siding was created after we completed the wash, this is not considered the fault of the company.
5. **Returned Check Fee:** A \$45.00 processing fee will be assessed for any returned checks.
6. **Water Intrusion:** If water intrusion occurs, the company will not be held responsible. Every effort is made to prevent this, but issues such as bad seals around windows and doors and cracks in concrete foundations may lead to water intrusion.
7. **Surface Sensitivity:** Notify the company if there are any surfaces on or near the home that cannot have any form of our cleaning solution on them. Failure to notify the company relieves the company of responsibility for any ill effects on any surfaces.
8. **Window Screen Removal:** We do not remove screens. You must have screens removed from windows if you are having windows done with a purified water-fed pole system. A signed waiver and prearranged agreement must be signed, and price adjusted if screens are to be removed by staff.

## **Content Release & Use:**



Client agrees to allow Hogwash Cleaning Solutions to utilize any photos, videos, reviews, or descriptions of the property for advertising purposes. Clients must inform the company prior to services if they do not wish to have content utilized. The company will use these materials without compensation to the client solely for advertising and training purposes. The client agrees not to seek punitive action regarding the use of the above media. Sensitive information such as addresses or names will not be included. If the client agrees to allow the company to display a sign for marketing on their property, it will remain in effect for no more than seven days. If any damage not at fault of mother nature occurs, the client will be charged the retail cost of the sign. Clients must express that they do not want us to utilize any of the above via a written form by letter, text, or email, which will be saved to their client profile.

#### **Damage Liability:**

Hogwash Cleaning Solutions will be liable for any damage that was a direct result of operator error, negligence, or willful misconduct. Damage must be discovered and reported to Hogwash within 3 days of completion of service. The company will be allowed 30 calendar days from the date of written receipt to inspect the premises and have the sole option in repairing or contracting repair to any damage that was a result of negligence.

#### **Payment Terms:**

Payment is due upon completion of work unless other arrangements have been made and documented in writing between the client and company, signed by both parties. We allow an 11-day grace period for mailing payments after an invoice is issued. An automatic invoice reminder will be sent after 15 days. We accept cash, check, credit card, Venmo, or PayPal.

#### **Please note:**

- Payments made by check, cash, Venmo, or PayPal are eligible for a 4% discount. For credit card payments, the total amount will reflect this discount being waived.
- Venmo and PayPal payments may include platform fees (Venmo: 1.9% + 10 cents, PayPal: 2.99%), which are determined by the payment platform, not by us.

Invoices or payments more than 18 days past due will be subject to a 4.5% late fee.

#### **Payment Financing:**

Hogwash Cleaning Solutions offers financing through Wisetack, a third-party provider. All questions and arrangements regarding financing should be handled directly with Wisetack (support@wisetack.com | For consumers – Wisetack Help Center).

#### **Demand of Payment:**

If a client fails to pay in accordance with agreed terms, Hogwash Cleaning Solutions reserves the right to issue a demand for payment, per New York Penal Law § 165.15 (Theft of Services), before pursuing legal action.

#### **Outstanding Debt:**

If payment is not received within 60 days of the due date, Hogwash Cleaning Solutions reserves the right to file a civil claim to collect the outstanding balance. Any legal fees incurred will be added to the client's unpaid balance. We may also refuse future business to clients with payments 30+ days past due more than once.

#### **Net 30 Days Payment Schedule:**

For clients with a Net 30 payment arrangement, payment is due within 30 days. Any payment that is more



than 30 days late will incur a 4.5% late fee. If payment is not received within 60 days, we reserve the right to file a civil claim to recover the debt, with legal fees added to the balance. We may also refuse future business to clients with payments 60+ days past due more than once.

**Conclusion:** Upon conclusion of reading the terms and conditions and approval of your estimate via signature or the required non-refundable deposit to proceed with services, and the introduction section B. Description of Binding Agreement, the terms and conditions listed above serve as a binding agreement between the client and the company.

### **Payment Authorization & Card on File Policy**

By providing a credit or debit card to Hogwash Cleaning Solutions LLC, the client authorizes the company to securely store the card on file for current and future charges related to services rendered. If full payment is not received within **30 days** of the service date, the client expressly authorizes Hogwash Cleaning Solutions LLC to charge the outstanding balance to the card on file, including any applicable late fees as outlined in our policies.

This authorization will remain in effect until the client submits a written request to revoke it. Revocation must be made by email or certified mail and received prior to any outstanding balance becoming 30 days past due.

The client acknowledges that:

- They will be notified by invoice of all charges due.
- A minimum of 30 days will elapse from the invoice date before any card-on-file is charged.
- All card information is stored securely in compliance with PCI-DSS standards.
- Any declined or disputed charges may result in additional administrative or collection fees.

By submitting payment information and agreeing to services, the client affirms that they understand and accept these terms.

