Shine Power Washing LLC Service Agreement & Exterior Cleaning Disclosure

1. Property Inspection & Pre-Existing Damage

A thorough property walkthrough and "before" photo documentation will be conducted prior to the commencement of any work to record existing conditions. Any pre-existing damages or deteriorated conditions—such as cracked siding, failed window seals, peeling or flaking paint, failing caulk or sealants, rotted wood, spalling concrete, or structural vulnerabilities prone to water intrusion and leaks—will be documented and relayed to the client. Shine Power Washing LLC is not responsible for damages that existed prior to our arrival or for pre-existing deterioration that standard exterior cleaning processes may expose or worsen.

2. Specific Surface Disclosures

- **Shotgun/Artillery Fungus:** Small black specks found on siding are often artillery fungus spores from nearby mulch. These are highly adhesive and may not be removable through standard cleaning methods.
- **Oxidation & Gutter 'Zebra Stripes':** Oxidation often appears as dark vertical 'zebra stripes' on gutters and, in some cases, on siding or metal panels. This is a chemical reaction in the finish or paint. Standard cleaning does not remove oxidation; it requires specialized restoration chemicals and scrubbing, which is not included in standard service.
- **Fading & UV Damage:** Older surfaces, especially vinyl siding, may be naturally faded due to UV exposure. Cleaning removes the dirt layer that may be masked by this fading. We are not responsible for the appearance of pre-existing UV fading or color loss once the surface is cleaned.
- **Paint Degradation & Chalking:** Painted surfaces—including siding, trim, railings, decks, fencing, and other exterior structures regularly exposed to UV light—can degrade and develop a "chalky" residue over time. Once the client has been made aware of existing paint chalking or UV degradation prior to service, Shine Power Washing LLC is not responsible for any color loss, pigment runoff, or uneven finish resulting from the necessary cleaning process.
- **Sealed Wood Decks:** Wood decks or surfaces that were previously sealed without being properly cleaned prior to sealant application may retain trapped dirt, stains, or discoloration beneath the finish. Standard cleaning will not remove this trapped discoloration, and sealant stripping or removal is not included as a service.

3. Operating Procedures & Methods

To ensure the safety of your property and landscaping, we follow a strict pre-soaking protocol. All plants, vegetation, and surrounding surfaces will be thoroughly pre-soaked with fresh water before any cleaning solutions are applied. While every precaution is taken, Shine Power Washing LLC is not responsible for damage to pre-stressed, newly planted, or hypersensitive foliage located directly against the structure, or for runoff entering unsealed ponds or water features unless disclosed by the client prior to service.

- **Soft Washing:** Used for delicate surfaces. This involves a professional-grade blend of diluted bleach, water, and surfactant (soap) to safely eliminate organic growth.
- **High Pressure:** High pressure is reserved specifically for stonework, concrete, and unpainted wood surfaces. By signing this agreement, the client acknowledges and consents to the use of high pressure on these specific materials.
- **Roof Washing & Gutter Flow:** For roof washing services, gutters and downspouts must be clear and able to ensure proper water flow prior to treatment so cleaning runoff can safely drain. Gutter cleaning services can be provided as an additional service to ensure proper flow if needed.
- **Water Utilities:** Services require a reliable, on-site outdoor water source provided by the client. The client agrees to grant access to an operational water spigot capable of supplying continuous pressure and volume for the duration of the scheduled service.
- **Site Preparation & Building Envelope:** To ensure a safe working environment and protect your property, the client is required to close and tightly latch all windows, doors, and pet doors, and clear all movable items from the immediate perimeter of the structure prior to our arrival. Movable items include, but are not limited to, outdoor furniture, vehicles, welcome/door mats, flags, banners, wind chimes, delicate metal decor, potted plants, and retractable awnings or fabric coverings that may be affected by cleaning solutions. The company is not liable for damage or discoloration to items left within the active work zone, nor for interior water intrusion caused by unlatched windows or worn weatherstripping.
- **Electrical & Security Systems:** All vulnerable components—including outdoor electrical outlets, electronic doorbells, security cameras, and exposed door keyholes—will be taped and covered prior to washing to prevent water intrusion or damage. However, the client is responsible for ensuring exterior electrical fixtures, GFCI outlets, and landscape lighting are properly sealed and up to code; water intrusion into unsealed or deteriorated electrical housings is not the liability of Shine Power Washing LLC.
- **Site Access & Safety (Commercial & Multi-Unit Properties):** For commercial properties, HOAs, or multi-unit buildings, the client or property manager is responsible for notifying tenants, staff, or residents of the scheduled service, clearing designated parking areas, and keeping unauthorized personnel outside of our coned or taped safety perimeter during operations.
- **Stinging Insect Nests (Wasps, Hornets & Bees):** The client is responsible for having any active wasp, hornet, or bee nests safely removed from the structure with a reasonable amount of time prior to our scheduled arrival. If active nests are present upon arrival, an additional removal/hazard fee of $50 to $100 will be added to the invoice. Furthermore, nests that have embedded or grown into wood soffits, fascia, or trim may leave permanent staining or surface scarring; complete removal cannot be guaranteed, and affected wood will not appear brand new.
- **Chemical Safety & Pets:** The cleaning solution utilized contains biodegradable sodium hypochlorite (bleach), which breaks down and neutralizes rapidly into standard salt and water upon drying. While the solution is highly diluted and thoroughly rinsed, clients are advised to keep pets indoors during the service and ensure all treated areas are completely dry before allowing pets back outside.

4. Additional Services, Payment & Scheduling Terms

- **EZ Sand Paver Filling:** Paver crack filling with EZ Sand is an available upcharge and includes all material costs and labor.
- **Rust Removal:** Specialized rust and mineral stain removal is available as an additional service upcharge. This process utilizes targeted restoration cleaners to safely lift deep-set metallic staining from concrete, siding, or masonry that standard washing cannot remove, and includes all specialized materials and labor.
- **Applicable Taxes:** All quoted service prices are exclusive of taxes. Any applicable state or local sales and use taxes are the sole responsibility of the client and will be added to the final invoice in addition to the quoted service price.
- **Payment Terms:** For residential services, payment is due immediately upon completion of the work. For commercial accounts, payment is due on Net 15 or Net 30 terms following service completion.
- **Rescheduling & Weather Delays:** Shine Power Washing LLC reserves the right to reschedule services due to inclement weather, high winds, or freezing temperatures without penalty. If the client cancels or reschedules with less than 24–48 hours' notice, or if personnel arrive on-site and cannot perform the work due to locked access gates or unavailable water utilities, a mobilization/cancellation fee may apply.

5. Company Guarantees, Liability & Media Release

- **Satisfaction Guarantee:** Shine Power Washing LLC guarantees to complete all work to professional industry standards. Any customer service or quality concerns must be reported within 48 hours of job completion so we can promptly return and resolve them.
- **Limitation of Liability:** Shine Power Washing LLC's total financial liability for any proven damage resulting from our services shall not exceed the total dollar amount paid by the client for the specific service performed.
- **Media Release:** Shine Power Washing LLC reserves the right to take photographs and video/drone footage of the property during the project for marketing, training, and social media purposes. No personal identifying information, including the property address, business/client names, or proprietary signage, will be disclosed or published without consent.

By signing below, the client acknowledges and accepts the terms of this agreement with Shine Power Washing LLC.

Client Signature: _____ Date: _____