

# CAMDEN **SOFTWASH LLC**

## SERVICE AGREEMENT

THANK YOU FOR CHOOSING US FOR YOUR CLEANING SERVICES! THIS BINDING GENERAL SERVICE AGREEMENT OUTLINES EXPECTATIONS FOR YOU, THE CUSTOMER, AND WHAT THE CUSTOMER CAN EXPECT FROM CAMDEN SOFTWASH DURING YOUR TIME OF SERVICE. IF THERE ARE ANY CONCERNS, PLEASE, ADDRESS THEM BEFORE YOUR SERVICE BEGINS!!!

- THE CUSTOMER IS AUTHORIZING CAMDEN SOFTWASH TO ACCESS THE PROPERTY TO PERFORM THE AGREED UPON SERVICES. WHEN ACCESS IS LIMITED IT MAY REQUIRE DRIVING ONTO THE PROPERTY. EVERY EFFORT WILL BE MADE TO MINIMIZE ANY DAMAGE.
- THE CUSTOMER IS AUTHORIZING CAMDEN SOFTWASH TO USE AN ONSITE WATER CONNECTION TO COMPLETE THE AGREED UPON SERVICES UNLESS IT HAS BEEN OTHERWISE ARRANGED FOR WATER TO BE BROUGHT BY CAMDEN SOFTWASH. IF WATER HAS TO BE BROUGHT BY CAMDEN SOFTWASH, THE CUSTOMER WILL BE CHARGED ACCORDINGLY.
- IF PHYSICALLY ABLE, THE CUSTOMER IS RESPONSIBLE FOR MOVING ANY PERSONAL BELONGINGS FROM THE AREA TO BE SERVICED SO THAT CAMDEN SOFTWASH CAN PERFORM THE AGREED UPON SERVICES. **IF THESE BELONGINGS ARE NOT MOVED TO A SAFE AREA, THERE MAY EITHER BE A \$50 MOVING CHARGE APPLIED OR SERVICES MAY BE DENIED UNTIL ITEMS ARE MOVED AND A \$75 RESCHEDULING FEE MAY APPLY.** ITEMS THAT ARE NOT ABLE TO BE MOVED DUE TO SIZE OR WEIGHT WILL BE PROTECTED TO THE BEST OF CAMDEN SOFTWASH'S ABILITY. EXAMPLES OF ITEMS TO BE MOVED MAY INCLUDE BUT ARE NOT LIMITED TO:

**FURNITURE, MOVEABLE PLANTS, TOYS, VEHICLES, GRILLS, TABLES, ELECTRONICS SUCH AS TELEVISIONS, ETC.**

- CAMDEN SOFTWASH WILL PROVIDE WITHIN REASON, PROPERTY PROTECTION TO THINGS SUCH AS LANDSCAPING AND ELECTRICAL OUTLETS WHEN NEEDED. THERE MAY BE SOME AREAS OR TYPES OF PAINTS OR FINISHES THAT CANNOT BE CLEANED DUE TO ADVERSE REACTIONS TO THE SOLUTIONS USED. CAMDEN SOFTWASH WILL BE TRANSPARENT WITH YOU, THE CUSTOMER, WHEN THOSE SITUATIONS ARISE TO COME TO AN AGREEMENT OR WHETHER TO PROCEED WITH OUR SERVICES.
- THE CUSTOMER IS AUTHORIZING CAMDEN SOFTWASH TO TAKE BEFORE AND AFTER PICTURES/VIDEOS TO DOCUMENT ANY PRIOR DEFECTS OR DAMAGE TO PROPERTY TO BE CLEANED. THIS IS TO PROTECT THE CUSTOMER AND THE COMPANY ALIKE.
- **SOMETIMES, CLEANING CAN REVEAL STAINS OR EXASPERBATE PROBLEMATIC CONDITIONS OF THE SURFACES BEING CLEANED. BY ACCEPTING THIS SERVICE AGREEMENT, YOU, THE CUSTOMER, ALSO AGREE THAT CAMDEN SOFTWASH LLC WILL NOT BE HELD LIABLE FOR THESE DAMAGES WHATSOEVER. WE WILL IN GOOD FAITH MAKE ATTEMPTS TO SATISFY YOU, THE CUSTOMER, TO PROVIDE EXCELLENT SERVICE, BUT THIS IS AN ELECTIVE CLEANING SERVICE AND YOU, THE CUSTOMER, SHALL ASSUME RESPONSIBILITY FOR ALL DAMAGE RISKS ASSOCIATED WITH THE SERVICES.**

- **PAYMENT IS EXPECTED IN A TIMELY MANNER AFTER SERVICES ARE COMPLETED. THE CUSTOMER MAY PREPAY IF THEY CHOOSE TO DO SO.**
- ON TALLER HOMES OR BUILDINGS, THE USE OF LADDERS, LIFTS, OR SPECIAL EQUIPMENT MAY BE REQUIRED TO COMPLETE AGREED UPON SERVICES. PRECAUTIONS WILL BE TAKEN TO REDUCE OR ELIMINATE DAMAGE TO GUTTERS AND ROOF EDGES FROM ACCESSING ROOFS FOR SERVICES. IF LIFTS OR SPECIAL EQUIPMENT IS REQUIRED, ADDITIONAL CHARGES WILL APPLY TO PROVIDE THE EQUIPMENT TO COMPLETE THE SERVICES. CAMDEN SOFTWASH WILL NOTIFY THE CUSTOMER WHEN THOSE CONDITIONS APPLY.
- THE CUSTOMER HAS THE RIGHT TO POSTPONE OR CANCEL AGREED UPON SERVICES AND RESCHEDULE ANYTIME PRIOR TO THE START OF SERVICES. DOING SO, THE CUSTOMER WILL NOT BE CHARGED. **IF THE CUSTOMER DECIDES TO CANCEL OR POSTPONE ONCE CAMDEN SOFTWASH IS ONSITE AND WORK HAS BEEN STARTED, THE CUSTOMER WILL BE CHARGED FOR ANY WORK THAT HAS BEEN COMPLETED AND A SERVICE CALL FEE OF \$100.00 WILL BE CHARGED.**
- IT MAY BE POSSIBLE THAT DUE TO UNFORESEEN CIRCUMSTANCES, CAMDEN SOFTWASH MAY HAVE TO CANCEL YOUR SCHEDULED APPOINTMENT AND RESCHEDULE FOR A LATER DATE. SHOULD THIS SITUATION ARISE, CAMDEN SOFTWASH WILL NOTIFY YOU IMMEDIATELY. **YOUR SERVICE WILL BE COMPLETED ON THE RESCHEDULED DATE AND A 5% INCONVENIENCE DISCOUNT WILL BE ISSUED.**
- CAMDEN SOFTWASH USES PROPRIETARY BIODEGRADABLE SOLUTIONS WHICH ARE THE INDUSTRY STANDARD FOR THE PRESSURE AND SOFTWASHING OF BUILDING EXTERIORS AND PROPERTY. THERE MAY BE CERTAIN STAINS OR CONDITIONS SUCH AS RUST, GREASE, OR OXIDATION THAT CANNOT BE REMOVED OR CORRECTED UNLESS SPECIALTY CHEMICALS ARE USED. THESE CHEMICALS ARE NOT PART OF THE NORMAL SERVICES AND WOULD BE AN ADD-ON/UPGRADE SERVICE. CAMDEN SOFTWASH WILL MAKE EVERY ATTEMPT TO BE TRANSPARENT AND TRY TO EDUCATE THE CUSTOMER OF WHAT TO EXPECT WITH EACH SERVICE. EACH ADD-ON IS AN ELECTIVE SERVICE FOR THE CUSTOMER AND IS NOT TO BE IMPLIED AS PART OF NORMAL SERVICES.
- THE CUSTOMER IS REQUIRED TO CLEAR OR REMOVE ANY PET OR ANIMAL FECES FROM THE AREA TO BE SERVICED. WE LIKE TO PROVIDE EXCELLENT SERVICES WITHOUT HAVING TO MOVE OUR EQUIPMENT THROUGH EXCREMENT. IT IS UNSANITARY AND NOT GOOD FOR OUR EQUIPMENT. IF CAMDEN SOFTWASH ARRIVES TO PERFORM SERVICES AND THE PROPERTY IS UNABLE TO BE SERVICED BECAUSE OF ANIMAL FECES, CAMDEN SOFTWASH RESERVES THE RIGHT TO CANCEL THE SERVICE UNTIL PROPERTY IS CLEARED TO BE ABLE TO PROVIDE SAID SERVICES. **IF THIS HAPPENS A SERVICE CALL FEE OF \$75.00 WILL BE ADDED TO THE FINAL INVOICE.**

**UNLESS STATED PRIOR TO SERVICES RENDERED, YOU THE CUSTOMER, AGREE TO THESE TERMS.**

Thank You and We Look Forward to Bringing Curb Appeal  
Back to Your Property!!