

Clean Machine Power Wash Company Policy 2024

Estimates are valid for **60 days**.

Prices are **non-negotiable**. Prices are our lowest guarantee and therefore, there will be no discounts or asking to include other items at no charge. **No exceptions**.

Prices are **individualized** to each property's needs. As a result, your pricing may be different from a neighbor's property. **After** receiving your estimate, please call the office to secure your appointment.

If you wash with us, your pricing is guaranteed for three years **only** before we re-evaluate your property for new pricing.

Upon inspection of your property, the pre-existing conditions that are checked off on your estimate, as well as pre-existing deficiencies in **general** (leaking roof, improperly installed window, defective outlet, etc), **are not** the responsibility of Clean Machine Power Wash.

Homeowners are responsible for removing personal items (outdoor furniture, flags, potted plants, decorations, etc).

Clean Machine is not responsible for providing before and after photos. Employees will not be required to use their personal phones to document progress photos for customers.

Each area to be washed will be itemized and **non-combinable**. For example, a house and porch are individualized pricing as a porch is an extension of your house & a different surface which requires a different cleaning process.

A credit card **will** need to be on file in order to secure your washing appointment. If you **do not** provide a credit card number, **we cannot give you a wash date**. If you do not want to provide a credit card number and/or do not have a credit card, you can pay for your service **in full** by cash or check in advance by stopping by our offices. Once we receive payment, we will secure a wash date for you.

All cancellations will be provided with a cancellation code.

48 hours cancellation notice is **required** or a \$50.00 charge **will be** applied to the credit card on file.

If you require an **estimated** time of arrival, please call the day before your scheduled service date between **4-5pm**. Please note this time **is subject to change** as it is only an estimated time. **We do not call customers with a time the day before**.

Payments are due **upon job completion**—which is the day of service. **No exceptions**.

An alternative payment can be made in the form of cash or check. If mailing a check, **please** notify the office at 413-734-4384 when the service is completed. If payment is not confirmed the day of, we will follow up the following day to confirm if you have mailed a check or if you'd like us to run the credit card on file. If we leave a voicemail and do not hear back from you within a couple of days, the credit card on file **will be** run.

There will be **no** credit card fee added to your invoice.

A fuel charge of \$10 will apply for **30+ miles** from Clean Machine Power Wash located at 224 Cold Spring Ave in West Springfield, MA.

Water will be provided by the homeowner **unless** otherwise requested. To bring water to a site will result in an upcharge of \$20.

By securing your house washing appointment with us, you are agreeing to the terms and conditions above.