



Terms and Conditions of Service

NW Pressure Washing Service is committed to delivering high-quality service and professionalism. These Terms and Conditions are intended to ensure clarity between our company and our clients. Please review them carefully before service. Acceptance of a quote, estimate, or invoice—whether verbally, in person, or by email—constitutes agreement to the following terms.

1. Binding Agreement

These Terms and Conditions represent a binding agreement between NW Pressure Washing Service (the “Company”) and the property owner or their representative (the “Client”). This agreement applies to all exterior residential or commercial pressure washing and related services (e.g., site preparation).

We reserve the right to update these Terms and Conditions at any time without prior notice. The latest version can be accessed via our website, in email correspondence, or by requesting a hard copy.

2. Authorization and Scheduling

- The Client authorizes the Company to access the property to perform the agreed-upon services.

- The scheduled service date may be adjusted due to weather or job complexity. In such cases, we will reschedule for the next available date.
 - The Company may visit the property before or after the service date for assessments and quality control.
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3. Water Usage

- The Client agrees to provide access to an outdoor water spigot on the service date.
 - For properties on well water or with low pressure, the Client must notify us in advance and refrain from using water during the service.
 - We do not require electrical access, as our equipment is gas-powered.
 - The Company is not liable for pre-existing spigot damage or unrelated property issues.
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4. Risk and Liability Acknowledgement

- We use low-pressure “soft washing” on delicate surfaces; however, damage may occur if surfaces are poorly maintained or constructed with inferior materials.
- The Client is responsible for addressing potential water intrusion areas prior to service.



- Any pre-existing damage will be documented. If new damage is observed during service, work will pause until the Client is notified.
 - We take measures to protect landscaping; however, water or cleaning agents may affect plant life.
 - The Client understands that water spots may remain on windows, and we do not offer detailed window cleaning.
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5. Exterior Cleaning Disclosures

- Post-cleaning, imperfections such as oxidation or weep hole residue may become more visible.
 - Weep holes in vinyl siding may release debris after cleaning; this typically resolves with dew, rain, or light rinsing.
 - Screens should be removed by the Client before service for best results. We do not remove them.
 - Our house wash service excludes masonry and brick chimneys.
 - We use controlled pressure for hard surfaces. Cracks in concrete will not be cleaned a second time with higher pressure.
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6. Electrical Equipment and Cameras



- The Client must remove all exterior electronic devices before service, including:
 - Cameras, doorbells, routers, sensors, string lights, etc.
- The Company is not liable for damage to equipment that remains on-site.
- If removal is not possible, the technician will avoid the area as best as possible, but cannot guarantee complete protection from water or detergents.

7. Property Preparation (Service Day Checklist)

Please ensure the following before our arrival:

- The water spigot turned on and is accessible
- All exterior cameras and electronics were removed
- Windows and doors closed
- All exterior outlets were turned off at the breaker
- Screens removed (if applicable)
- All pets indoors
- Work areas cleared of vehicles, pet / human feces, furniture, décor, toys, etc.
- Avoid water usage during cleaning
- Remain indoors during cleaning



- If interior access is needed, an adult (18+) must be present
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8. Cancellations and Unprepared Sites

A service fee will be charged for cancellations or unprepared properties:

- **Residential:** \$75
- **Commercial:** \$300

This includes inaccessible water sources or obstructed work areas. Please notify us in advance if special arrangements are needed.

9. Content Use and Media Release

- The Client grants the Company permission to use photos, videos, or reviews of the property for marketing and training purposes.
 - No identifying information (names, addresses) will be shared.
 - No compensation will be provided for the use of this media.
 - If agreed, marketing signage may be placed on the property for no longer than seven (7) days.
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10. Damage Policy

- The Company is responsible for damage only if it results from operator error, negligence, or misconduct.
 - All damages must be reported within **3 days** of service completion.
 - We reserve **30 days** from notice to inspect and arrange for necessary repairs.
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11. Payment Terms

Commercial Services:

- Full payment is required **24 hours before** service.
- No Net30 terms unless pre-approved. If pre-approved, a **50% deposit** will be required, along with a signed payment agreement outlining the terms for the remaining balance.
- If canceled, refunds may take 7–10 business days.

Residential Services:

- Payment is due **upon service completion**, or prior if the Client is not present.
- We accept cash, checks (with prior approval), and credit cards.
- A **50% deposit** is required for jobs over \$2,000. This is non-refundable and applied to the total project cost.



- A **\$45 fee** will apply to all returned checks.

12. Acceptance of Terms

By accepting an estimate—via email, Square, or verbally—the Client acknowledges and agrees to these Terms and Conditions. The Client releases NW Pressure Washing Service from liability for any damage not directly caused by negligence or willful misconduct.

We are not responsible for damage to surfaces already compromised prior to service (e.g., loose siding, cracked paint, damaged windows).

NW Pressure Washing Service values your satisfaction. If you are not fully satisfied with our work, please contact us so we can promptly address your concerns.

Thank you for choosing NW Pressure Washing Service.

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