



Client Terms of Service, Disclaimers, and Service Reminders

Service Agreement

By accepting our estimate, scheduling service, or allowing work to begin, the client agrees they understand where the service agreement is located, that it has been made available to them, and furthermore agree to the terms outlined below:

Formula Exteriors will perform exterior cleaning services using professional pressure washing and soft washing methods appropriate for the surfaces being cleaned.

1. Client Pre Service Responsibilities

Clients agree to complete the following prior to service:

Soft Wash and Pressure Wash

- Close all windows and doors: Ensure a tight seal to prevent water intrusion.
- Clear the exterior areas: Remove potted plants, toys, outdoor furniture, doormats, and delicate decorations from decks, patios, and near the house.
- Move vehicles: Park cars in the garage or on the street away from the spray area to avoid chemical overspray.
- Secure pets and children: Keep them safely inside during the service.
- Remove/Waterproof Electronics: If permanently installed please make us aware.
- Clear water access: Ensure water spigots are accessible and working.
- Inform us about special plants: Identify any sensitive landscaping that needs extra protection.
- Provide clear access to driveway

Formula Exteriors is not responsible for moving furniture, decorations, or personal property unless previously arranged.

2. Water and Utilities

The client agrees to provide access to water and utilities necessary to perform the work. If water access is unavailable at the time of service, the appointment may be rescheduled and a trip charge of \$35.00 may apply.

3. Property Condition Disclaimer

Exterior cleaning may reveal pre existing damage that was previously hidden by dirt, mold, or oxidation.

Formula Exteriors is not responsible for existing conditions including but not limited to:

- Loose siding
- Oxidized paint or vinyl
- Deteriorated caulking
- Faded surfaces
- Pre existing cracks or damage, including paint
- Poorly sealed windows or doors
- Water intrusion due to structural defects

Cleaning may expose these conditions but does not cause them.

4. Soft Washing and Cleaning Solutions

Formula Exteriors uses professional cleaning solutions designed to safely remove:

- Mold
- Mildew
- Algae
- Organic buildup

While our service methods are designed to protect surfaces, plants, and landscaping, minor spotting on delicate vegetation may occur in some cases.

All reasonable precautions are taken including pre rinsing and post rinsing landscaping.

5. Results Disclaimer

Exterior cleaning significantly improves the appearance of surfaces but cannot guarantee restoration of damaged or permanently stained materials.

Examples include:

- Oxidized siding
- Rust stains
- Deep oil stains
- Artillery fungus
- Hard water staining

Some stains may require specialized treatments or may not be fully removable and are not included as standard practice, unless otherwise specified in the estimate notes.

6. Weather Policy

Exterior cleaning services are weather dependent.

Appointments may be rescheduled due to:

- Rain
- Lightning
- High winds
- Freezing temperatures

If rescheduling is required, Formula Exteriors will notify the client as soon as possible and prioritize the next available opening.

7. Payment Terms

Payment is due upon completion of service unless otherwise agreed. For your convenience, you are able to pay with credit card on your client portal by adding a credit card.

Accepted payment methods may include:

- Cash
- Electronic payment

Invoices not paid within 7 days will be subject to late fees.

8. Cancellation Policy

Appointments canceled within 24 hours of the scheduled service time may be subject to a cancellation fee. If Formula Exteriors arrives and cannot perform the work due to client related issues, a trip charge of \$35.00 may apply.

9. Liability Limit

Formula Exteriors carries liability insurance and takes every precaution to protect your property. However, liability is limited to the cost of the service performed.

Formula Exteriors is not responsible for:

- Pre existing damage
- Improperly installed materials
- Loose siding, trim, paint, or fixtures
- Water intrusion caused by structural defects
- Damaged items not properly stored or positioned as stated in Article 2 of this agreement.

10. Oxidation Notice

Certain siding types develop oxidation, which appears as a chalky residue. Cleaning may reveal this condition and in some cases cause streaking. Removal of oxidation requires a separate restoration process and is not included in standard house washing services. Our soft washing procedures will not remove oxidation. Oxidation is caused by UV rays, oxygen, and moisture exposure, resulting in a chalky, white residue, faded color, and reduced surface integrity.

11. Governing Law and Venue

This Agreement shall be governed by and interpreted in accordance with the laws of the State of Tennessee.

Any legal action, claim, or proceeding arising out of or relating to services performed by Formula Exteriors shall be brought exclusively in a court of competent jurisdiction located within the State of Tennessee.

The client agrees to submit to the jurisdiction of the courts of the State of Tennessee for the resolution of any such disputes.

In the event of any legal dispute arising from services performed, the prevailing party shall be entitled to recover reasonable attorney fees and legal costs.

Risk Acknowledgment and Disclaimers

Water Intrusion

Exterior cleaning involves the use of water applied to exterior surfaces. While Formula Exteriors uses professional methods designed to minimize risk, water may enter structures through pre-existing openings, damaged seals, loose siding, deteriorated caulking, improperly installed windows, doors, vents, or other structural deficiencies.

By accepting service, the client acknowledges that Formula Exteriors is not responsible for water intrusion resulting from pre existing structural conditions or improperly sealed building components.

Clients should ensure that all windows, doors, and exterior penetrations are properly sealed prior to service.

Oxidation and Surface Discoloration Disclaimer

Certain exterior materials, particularly vinyl siding, painted surfaces, and aluminum siding, may develop oxidation over time. Oxidation often appears as a chalky residue or faded finish.

Exterior cleaning may reveal or disturb oxidized surfaces, which can sometimes result in visible streaking, uneven coloration, or additional oxidation becoming apparent once dirt and organic buildup are removed.

Standard house washing services do not include oxidation removal or restoration. Formula Exteriors is not responsible for cosmetic changes resulting from the exposure of oxidized surfaces.

Landscaping and Plant Protection Disclaimer

Formula Exteriors takes reasonable precautions to protect landscaping during cleaning services. These precautions may include pre rinsing plants, dilution of cleaning solutions, and post rinsing surrounding areas.

However, exterior cleaning solutions used to remove mold, mildew, algae, and organic buildup may occasionally cause minor spotting or stress to delicate plants or flowers.

By accepting service, the client acknowledges that while all reasonable precautions are taken, Formula Exteriors cannot guarantee that landscaping will remain unaffected and shall not be held liable for plant damage or discoloration.

Clients are encouraged to notify Formula Exteriors of sensitive plants or landscaping prior to service.

Final Acceptance of Work Performed

Payment of the invoice constitutes final acceptance of the services performed. Upon payment, the client acknowledges that the work has been completed to their satisfaction and agrees that Formula Exteriors shall have no further responsibility or liability related to the services performed.

By electronically approving an estimate, scheduling service, or allowing work to begin, the client acknowledges that they have read and agree to the Terms of Service, disclaimers, and service conditions outlined by Formula Exteriors. This service agreement is made available on our website for review.