

Michael's Power Washing

Service Agreement

Effective Date: August 29th 2026

Thank you for choosing Michael's Power Washing. This Service Agreement outlines the terms that apply when you book and receive services from us.

1. Scope of Services

Michael's Power Washing will provide the services described in the customer's estimate, quote, or booking confirmation.

The customer understands that final results may vary depending on the condition, age, material, staining, weather exposure, previous cleaning, and other characteristics of the surface being cleaned.

Some stains, discoloration, oxidation, organic growth, rust, oil, or other marks may not be completely removable through standard power-washing methods.

2. Customer Responsibilities

Before the scheduled service, the customer is responsible for:

- Removing or securing personal belongings from areas being cleaned.
- Closing windows and doors.
- Keeping children and pets away from the work area while services are being performed.
- Moving or securing outdoor furniture, decorations, toys, plants, and other items that could interfere with the service.
- Informing Michael's Power Washing about fragile, damaged, deteriorated, or unusual surfaces or property conditions.
- Providing reasonable access to the areas included in the service.
- Providing access to water or other utilities when required for the agreed-upon service.

Customers should notify us before service about any known leaks, loose materials, cracked surfaces, damaged siding, deteriorated wood, unstable structures, or other conditions that could affect the cleaning process.

3. Property Conditions and Pre-Existing Damage

Power washing can expose existing damage or deterioration that may not be noticeable before cleaning.

Michael's Power Washing is not responsible for **pre-existing damage or deterioration, including but not limited to** loose paint, failing caulk, damaged siding, cracked surfaces, weak or deteriorated wood,

unstable materials, improperly installed materials, defective construction, existing leaks, or other pre-existing conditions.

The customer is responsible for informing Michael's Power Washing of known property defects or conditions before service begins.

We will use reasonable care and appropriate cleaning methods for the surfaces being serviced.

4. Access to Property

The customer agrees to provide reasonable access to the property and areas included in the scheduled service.

If we cannot access the property or the agreed-upon service areas because of locked gates, blocked areas, unavailable access, or other circumstances outside of our control, the appointment may need to be rescheduled.

Any applicable cancellation or rescheduling fees will be handled according to our Cancellation Policy.

5. Estimates and Pricing

Quotes and estimates are based on the information available when the estimate is provided.

If the scope of work changes or additional work is requested, the price may change. Any significant additional work or price changes will be communicated to the customer before the additional work is performed.

6. Payment

Payment is due according to the payment terms shown on the customer's estimate, invoice, or booking confirmation.

Accepted payment methods are credit/debit card and cash.

The customer agrees to pay the amount due for the services performed.

7. Weather and Unsafe Conditions

Power-washing services may be delayed, rescheduled, or canceled when weather or site conditions make performing the service unsafe or impractical.

Examples may include severe storms, lightning, extreme weather, freezing conditions, or other unsafe circumstances.

If Michael's Power Washing needs to reschedule because of weather or unsafe conditions, we will work with the customer to find another suitable appointment.

Weather-related rescheduling does not automatically entitle the customer to a refund.

8. Cancellation and No-Show Policy

Customers may cancel or reschedule their appointment at no charge up to **24 hours before the scheduled service**.

Cancellations made less than 24 hours before the scheduled service are subject to a 25% non-refundable cancellation fee. The cancellation fee must be paid through the online payment or invoice link provided by Michael's Power Washing.

To cancel your service less than 24 hours before your scheduled appointment, please call or text **224-323-6589** or email appointments@michaelspowerwashingil.com.

When contacting us, please include your full name, phone number, scheduled service date, and scheduled service time.

9. Refund Policy

Refunds are considered on a case-by-case basis. Once a service has been completed, payments are generally non-refundable.

If we are unable to complete a scheduled service due to weather, unsafe conditions, or circumstances on our end, we will work with the customer to reschedule the service, but refunds are not guaranteed.

If you believe there is an issue with a completed service, please contact us within **48 hours of the service** so we can review the situation and determine an appropriate resolution.

For refund or payment-related questions, please call or text **224-323-6589** or email billing@michaelspowerwashingil.com.

10. Service Concerns

If you have a concern about the quality or completion of a service, please contact us within **48 hours of the service** by calling or texting **224-323-6589** or emailing appointments@michaelspowerwashingil.com.

We will review the concern and, when appropriate, may offer a reasonable solution such as returning to address an area of concern.

11. Property Damage and Liability

Michael's Power Washing will take reasonable care when performing services. However, the customer understands that power washing involves pressurized water and cleaning solutions that may interact differently with different surfaces and materials.

Michael's Power Washing is not responsible for **pre-existing conditions, defects, deterioration, or damage, including but not limited to** loose or failing materials, deteriorated wood, damaged siding, defective construction, improper installation, cracked surfaces, failing paint or coatings, loose caulking, existing leaks, weak structures, or other conditions that existed before service.

Michael's Power Washing is also not responsible for damage caused by **pre-existing conditions or circumstances outside of our reasonable control, including but not limited to** hidden defects, improperly installed materials, deteriorated surfaces, customer-provided equipment, or items that were not disclosed to us before service.

The customer is responsible for removing, securing, or identifying personal property and items that could potentially be affected by the service.

12. Customer Authorization

By booking services with Michael's Power Washing, the customer confirms that:

- They have reviewed the service details and pricing.
- They have had the opportunity to review this Service Agreement.
- They have provided accurate information about the property and requested services.
- They have disclosed known conditions that could affect the service.
- They understand that existing property conditions may affect the results of cleaning.
- They understand that power washing involves pressurized water and may carry risks to certain surfaces and materials.
- They agree to the terms of this Service Agreement and the applicable Cancellation and Refund Policies.

13. Agreement

By booking or authorizing services with Michael's Power Washing, the customer agrees to the terms outlined in this Service Agreement.

Michael's Power Washing

Phone: 224-323-6589

Appointments: appointments@michaelspowerwashingil.com

Billing: billing@michaelspowerwashingil.com

General: contact@michaelspowerwashingil.com