



Service Agreement

Effective October 20, 2026

The short version

- Your estimate lists exactly what we'll do. Anything not listed isn't included until you approve it.
- Payment is due when the job is done.
- Please have the property ready: water on, gates unlocked, cars and belongings moved.
- Need to reschedule? Just give us 24 hours' notice.
- If something isn't right, tell us within 3 days (14 days for paver sanding and sealing) and we'll come take a look.
- Cleaning removes dirt and growth. It can't fix wear, damage or stains that are part of the surface.

The full terms are below. By approving your estimate, you agree to this Service Agreement.

1. Parties and Scope of Services

1.1 This Service Agreement ("Agreement") is entered into between Loukides Power Washing ("Company") and the customer approving the estimate ("Client"). This Agreement applies to every estimate the Client approves and becomes binding upon approval.

1.2 **Scope.** The Company will perform only the services and areas listed on the Client's approved estimate. Any service, surface or area not listed is excluded.

1.3 **Methods.** The Company soft washes siding, roofs, decks and other delicate surfaces using low pressure and professional cleaning solutions that treat mold, algae and mildew at the root. Higher pressure is used only on hard surfaces such as concrete and pavers. Methods and solutions are selected at the Company's professional discretion.

1.4 **Additional Work.** Any work requested beyond the approved estimate requires a separate price and the Client's approval before it begins. The Company is not obligated to perform additional work.

1.5 **Observations.** The Company may advise the Client of conditions observed on the property, such as oxidation or loose pavers. Any related work requires a separate estimate.

2. Pricing and Payment

2.1 **Payment Due.** Payment in full is due upon completion of the services. Accepted methods are credit and debit card, check, cash, bank transfer (ACH), and other methods the Company may accept. Card payments are accepted for invoices up to \$2,500; invoices over \$2,500 are payable by check or bank transfer unless otherwise agreed.

2.2 **Price Lock Guarantee.** Each estimate is valid for 365 days from the date issued, provided the scope of work and property conditions remain the same. Clients who maintain recurring service will keep their price for as long as they continue to book each season, provided the scope of work and property conditions remain the same.

2.3 **Deposits.** The Company may require a deposit or a card on file to reserve a service date. Any deposit requirement will be stated on the estimate and will be applied to the final balance.

2.4 **Multi-Visit Services.** Services completed over multiple visits may be invoiced per visit or upon final completion, as stated on the estimate.

2.5 **Late Payment.** Invoices unpaid after 10 days may be subject to a late fee of 10% of the outstanding balance. Balances unpaid after 30 days may be referred for collection, and the Client shall be responsible for reasonable collection costs and legal fees.

3. Scheduling, Weather and Cancellation

3.1 Attendance. The Client need not be present for exterior services, provided the property is prepared under Section 4. Interior window cleaning requires the Client or an authorized person to be present, or a door code to be provided.

3.2 Client Cancellation. The Client may reschedule with at least 24 hours' notice by call, text or email at no charge. Cancellations with less than 24 hours' notice, or no access upon arrival, may be charged up to 30% of the estimate total, at the Company's discretion.

3.3 Weather and Conditions. The Company may reschedule at no charge to the Client when weather or site conditions would prevent proper results, including storms, rain, low temperatures, or surfaces that are not sufficiently dry for sanding or sealing. The Company will not perform work it reasonably believes will not meet its standards.

3.4 Company Rescheduling. If the Company must reschedule due to weather, equipment issues or other circumstances beyond its control, it will notify the Client as soon as practicable and reschedule at the earliest available date. No fee will be charged to the Client.

4. Property Preparation and Client Disclosure

4.1 Preparation. Before the scheduled service, the Client shall:

- (a) provide a working exterior water spigot; water use is included in the service price;
- (b) unlock gates and provide access to all work areas;
- (c) close all windows and doors, and place towels at any window or door known to leak;
- (d) remove vehicles, furniture, cushions, rugs, grills, planters, decorations and other personal property from work areas;
- (e) remove pet waste and keep pets indoors; and
- (f) ensure all exterior outlets, fixtures and electrical components are covered and weather rated.

4.2 Disclosure. The Client shall disclose, before service, any known leaks, loose or damaged materials, fragile surfaces, and any sealer, stain or coating previously applied to a surface. The Company is not responsible for damage related to conditions the Client did not disclose.

4.3 Unprepared Property. If the property is not prepared, the Company may work around the affected area, omit it, or reschedule. Additional time or return trips caused by an unprepared property may be charged.

5. Photographs and Communications

5.1 **Documentation.** The Company routinely photographs properties before and after service to document conditions and completed work. These records may be used to review any concern or claim.

5.2 **Marketing Use.** The Company may use photographs of completed work in its marketing, without the Client's name, address or personal information. The Client may opt out by notifying the Company in writing before service.

5.3 **Consent to Texts and Emails.** By approving an estimate, the Client consents to receive text messages and emails from Loukides Power Washing regarding scheduling, reminders, preparation instructions, invoices and follow up. Message frequency varies. Message and data rates may apply. The Client may opt out of text messages at any time by replying STOP.

6. Service Concerns and Return Visits

6.1 **Reporting Period.** The Client must report any concern regarding the services within the following periods, by call, text or email, with photographs where possible:

Service	Reporting period	Remedy
Cleaning services (house, roof, concrete, deck, fence, windows, gutters)	3 days after the service	One return visit, at no charge, to address any area on the estimate that was missed or not cleaned to a reasonable professional standard
Paver sanding and sealing	14 days after the final visit	A free inspection under Section 8

6.2 **Covered Concerns.** Covered concerns include areas on the estimate that were missed, streaking or spotting from drying, and overspray on a nearby surface. The Company will rinse or address these at no charge.

6.3 **Landscaping.** The Company wets and rinses plants before and after service. Concerns regarding plants must be reported within 3 days. The Company is not responsible for plants already stressed by heat, drought, disease or lack of watering.

6.4 **Late Reports.** Concerns reported after the applicable period will be treated as a new service request and may be quoted separately. The scope of any return visit is determined by the Company after review of its records.

7. Scope and Limitations of Cleaning Services

7.1 Nature of Services. Cleaning removes dirt, mold, algae and mildew. It does not repair, restore or refinish surfaces. The Company will advise the Client of notable conditions it observes.

7.2 Results. The Client acknowledges that:

- (a) oil, rust, paint, hard water deposits, and staining absorbed into a surface may not be fully removed by standard cleaning;
- (b) certain materials, including bare or unsealed wood, rough cut or unsanded painted edges, and aged composite decking, may retain discoloration;
- (c) mold, algae and mildew return over time, and the duration of results depends on shade, moisture, vegetation and maintenance;
- (d) cleaning may reveal oxidation, fading or wear previously concealed by dirt, and oxidation removal is a separate service; and
- (e) residue or damage from prior cleanings by others may become visible during service.

7.3 Pre-Existing and Concealed Conditions. The Company shall not be liable for the following, which are considered pre-existing or outside its control:

- (a) loose or peeling paint, failing caulk, loose siding, cracked surfaces, rotted wood, worn screens, or deteriorated window and door seals that are dislodged or revealed during normal cleaning;
- (b) water intrusion through open windows, failed seals, or gaps not visible from the exterior, and conditions inside walls or behind siding;
- (c) tripped GFCI outlets or damage to exterior electrical components that are not weather rated and protected;
- (d) effects on sealers, stains or coatings not disclosed under Section 4.2; and
- (e) spotting or damage to cushions, rugs, decorations, vehicles or other items left in or near work areas.

7.4 Reasonable Care. The Company will work carefully around property that cannot be moved, rinse vehicles and nearby surfaces where practical, and take reasonable precautions against wind drift and overspray. If a neighboring window, vehicle or surface is affected, the Client should notify the Company within 3 days and the Company will rinse it at no charge.

8. Paver Sanding and Sealing

8.1 **Separate Visits.** Cleaning, sanding and sealing are performed on separate visits. The Company verifies surface moisture before sanding or sealing and may delay work until the surface is sufficiently dry.

8.2 **Expected Life.** With normal care, sealing typically lasts 5 to 7 years. This is an estimate based on typical conditions and is not a warranty. Traffic, weather, shade, moisture and maintenance affect performance.

8.3 **Joint Conditions.** Polymeric sand performs best in joints of adequate width and depth. Where joints are tight or shallow, the Company will advise the Client before work begins that sand retention may be reduced.

8.4 **Aftercare.** The Client shall keep sprinklers off and refrain from hosing the surface until 24 hours after sealing, or 24 hours after sanding if sealing is not included. The Client shall not walk on, drive on, or place items on freshly sealed surfaces for 24 hours.

8.5 **Maintenance.** Moss, weeds or debris growing or accumulating on the surface of pavers are matters of routine maintenance and do not constitute a failure of the sand or sealer.

8.6 **Inspection Remedy.** If the Client reports a concern within 14 days of the final visit, the Company will inspect at no charge. If the Company determines the issue results from its workmanship, it will correct the issue at no charge. If the issue results from another cause, the Company will explain its findings and may offer corrective work at a fair price.

8.7 **Exclusions.** The following are not covered:

- (a) rain, sprinklers or hosing within 24 hours of sanding or sealing;
- (b) foot traffic, vehicles or items placed on the surface before curing;
- (c) any product applied to the surface after service, including insecticides, herbicides, ice melt or cleaners;
- (d) joints the Client was advised were tight or shallow; and
- (e) settling, shifting or movement of pavers or base material.

9. Safety, Liability and General Terms

9.1 **Right to Refuse or Stop Work.** The Company may decline or stop work at any time if site conditions are unsafe, a surface is unsuitable for cleaning, or any person on the property becomes abusive, threatening or aggressive. The Client will be charged only for work completed, plus any applicable cancellation or trip charge where the stoppage results from undisclosed conditions or conduct on the property.

9.2 **Insurance.** The Company maintains general liability insurance. A certificate of insurance is available upon request.

9.3 **Damage Claims.** Any claim of damage must be reported within 3 days of service, with photographs. The Company will review the claim against its records and will remedy damage for which it is responsible.

9.4 **Limitation of Liability.** To the extent permitted by law, the Company's total liability for any claim arising from its services shall not exceed the amount paid by the Client for the specific service giving rise to the claim. The Company is not liable for indirect or consequential damages.

9.5 **Dispute Resolution.** The parties agree to attempt in good faith to resolve any dispute directly. If unresolved, the parties agree to mediation before litigation. Any legal proceeding shall be brought in Sussex County, Delaware.

9.6 **Governing Law.** This Agreement is governed by the laws of the State of Delaware.

9.7 **Severability.** If any provision of this Agreement is held unenforceable, the remaining provisions remain in full force and effect.

9.8 **Entire Agreement.** This Agreement and the approved estimate constitute the entire agreement between the parties. The Company may update this Agreement from time to time; the version in effect when an estimate is approved governs that service.

10. Commercial Terms

10.1 **Application.** For businesses, property managers and associations, Sections 1 through 9 apply as modified below.

10.2 **Scheduling.** The Company will schedule services around the Client's business operations, including early morning, evening and weekend service where available.

10.3 **Payment.** Recurring accounts are payable net 30 from the invoice date. One-time services are due upon completion unless otherwise agreed in writing.

10.4 **Documentation.** The Company will provide a W9 and certificate of insurance upon request, and may name the Client as an additional insured.

10.5 **Authority.** The individual approving the estimate represents that they are authorized to approve the services and payment on behalf of the Client.

10.6 **Tenant and Resident Notice.** The Client is responsible for notifying tenants or residents of scheduled service. Upon request, the Company will provide notice wording or send the notice on the Client's behalf using contact information the Client provides.

10.7 **Water Supply.** The Company will use on-site water where available. Where no water source is available, the Company may supply water at the rate stated on the estimate.

10.8 **Site Access.** The Client shall provide access to all work areas and identify any parking, signage or traffic control requirements before service.