

# Terms and Conditions - Perth Soft Wash Solutions – ABN 94 110 647 500

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Welcome to Perth Soft Wash Solutions (PSWS). These Terms and Conditions outline the rules and regulations for the use of our pressure wash services. By engaging our services, you explicitly agree to abide by these Terms and Conditions. Please read this document carefully before using our services.

## 1. Services Provided

Perth Soft Wash Solutions offers professional pressure washing services for residential and commercial properties. Our services include but are not limited to pressure washing exteriors, roofs, driveways, fences, and other surfaces.

## 2. Booking and Payment

2.1. Payment is due upon completion of the cleaning service unless otherwise agreed upon in writing before the service date.

2.2. We accept cash, credit cards, and electronic payment services through our booking system.

## 3. Cancellations and Rescheduling

3.1. If you need to cancel or reschedule your appointment, please notify us at least 24 hours in advance.

3.2. Failure to provide sufficient notice may result in a cancellation fee.

## 4. Access to Property

4.1. You must ensure that we have unobstructed access to the areas requiring pressure washing on the scheduled service date.

4.2. If access is denied for any reason (e.g., locked gates, aggressive animals), a cancellation fee will apply.

## 5. Water Usage

5.1. When you accept our quote and/or invoice, you grant PSWS the permission to utilise the on-site water supply as required to fulfil the specified project, without any form of compensation. In the event that an external water supply becomes necessary, additional charges will apply. Ensuring that the on-site water supply is operational and in good working condition prior to our arrival is the responsibility of the customer. Please be aware that supplementary fees will be imposed if water availability is not ensured.

## 6. Electrical Usage

6.1. Your acceptance of our quote and/or invoice implies your consent for PSWS to use an on-site source of electricity as necessary to complete the designated project, without any expectation of compensation. In instances where an external power source is requisite, supplementary charges will be applicable.

## 7. Safety Precautions

7.1. We prioritise safety during our pressure wash services. Please keep all children and pets away from the work area during the cleaning process.

7.2. It is your responsibility to inform us of any hazardous materials or substances on the property that may affect our safety or equipment.

## 8. Surface Preparations

8.1. Please ensure that all fragile or delicate items (e.g., potted plants, decorations) are removed or secured before the pressure wash service.

8.2. The solutions used can further damage aged grout, loose pavers and loose bricks as well as other porous and permeable surfaces, speak with a team member at Perth Soft Wash Solutions to discuss any risks or concerns.

8.3. We shall not be held liable for any damage to unsecured items or surfaces during the cleaning process.

## 9. Digital Images & Media

9.1. PSWS will take before and after pictures of the property (both internal and external images), these are taken for our own records, training and marketing purposes. It will be assumed that you grant your consent for these pictures to be taken by instructing us to undertake a clean, however, in the event you do not want pictures published on our website or social media feeds, please let us know before or even after your clean and we will be to accommodate your request as we respect every clients desire for privacy.

## 10. Guarantee and Warranty

10.1. We strive to deliver high-quality results; however, the effectiveness of pressure washing can vary depending on various factors like the age and condition of the surface.

10.2. We offer a limited warranty on the pressure wash service. If you encounter any issues within 48 hours of the service, please notify us, and we will assess the situation accordingly.

- 10.3. Concrete and similar surfaces; We want to emphasise that when dealing with concrete and similar surfaces, the final appearance can be influenced by a range of factors, primarily related to the time when the concrete was initially poured. Cleaning processes, such as the removal of dirt, mould, mildew, algae, and other stains, may reveal underlying imperfections, cracks, stains, or textural inconsistencies that were previously concealed by these contaminants. PSWS cannot be held responsible for any undisclosed surface flaws or discrepancies that become apparent during the cleaning process.
- 10.4. Colour and Tone Concerns; It's important to note that the colour and tone of surfaces, particularly wood, are susceptible to change over time due to factors like aging and weathering. Please be aware that individual boards and the overall project may exhibit variances in colour and tone because wood densities and other characteristics can differ across the material. While we make every effort to accurately represent the expected final finish colour and tones, it's crucial to understand that some variation in the overall appearance should be anticipated. Our team at PSWS will gladly provide insight into the general colour or tone you can anticipate, but variations are a natural aspect of the finishing process.

## 11. Damages

- 11.1. PSWS is not responsible for damages due to improperly installed siding, loose tiles or siding, broken or opened windows, improperly sealed windows and doors, wood rot, defective construction, improperly secured wires, loose or improperly installed gutters and leaders and improper caulking. In every aluminium siding case and in some cases with vinyl siding, the sun and weather will bleach the colour or cause fading. Power washing, which entails the removal of chalky, gritty or failing surface materials may cause the faded aspects of the vinyl or aluminium to stand out. PSWS will not be responsible for such conditions. PSWS will not be responsible for loose mortar that may dislodge during the cleaning process.
- 11.2. PSWS expects your property to be in good repair and weather-tight. This includes but is not limited to all electrical services including receptacles and light fixtures. Doors and windows shall also be weathertight. PSWS is not responsible for damages as a result of water infiltration from poor or improper installation, maintenance or repair of electrical-related items or doors or windows. PSWS cannot guarantee the removal of artillery fungus from exterior house surfaces.

## 12. Liability

- 12.1. Perth Soft Wash Solutions shall not be liable for any damages, injuries, or losses resulting from the use of our pressure wash services.
- 12.2. We shall not be responsible for any pre-existing damage or structural issues that may become more apparent during or after the pressure wash service.

## 13. Insurance

- 13.1. Perth Soft Wash Solutions maintains liability insurance to cover any unforeseen damages that may occur during the cleaning service.

## 14. Amendments

- 14.1. Perth Soft Wash Solutions reserves the right to modify or update these Terms and Conditions at any time without prior notice. Current Terms and Conditions are issued with Quote and Invoice emails.
- 14.2. Continued use of our services after such changes implies your acceptance of the revised Terms and Conditions.

## 15. Payment Terms

- 15.1. Payments to PSWS are due as per the quote terms. All balances are ALWAYS due upon completion of the job. Any variance to this policy must be agreed upon and in writing in our contract. Late charges will be immediately assessed on all balances not paid in accordance with contract terms. The customer agrees to pay any collection cost incurred by PSWS related to the collection process of outstanding balances.

## 16. Severability

- 16.1. If any provision of these Terms and Conditions is deemed invalid or unenforceable, the remaining provisions shall continue in full force and effect.

## 17. Governing Law

- 17.1. These Terms and Conditions shall be governed by and construed in accordance with the laws of Western Australia, Australia.

## **Additional terms specific to Builders Cleans**

Inclusive to all terms listed, the following are noted specifically for Builders Cleans.

### 1. Trades and Service Provider Access

- 1.1. For the duration of the builders clean, there shall be no other trades personnel with access to the work area.
- 1.2. Final inspection must be completed within 48 hours of the cleaning completion. It is the responsibility of the Client (Engaged Builder/Contractor) to ensure that no trades or other personnel have accessed the work area prior to the final inspection.
- 1.3. Unobstructed exclusive access must be granted on arrival of the agreed date, cancellation and call out fee's will apply where exclusive access is not available.

### 2. Liability and Insurance

- 2.1. While PSWS takes precautions to minimize risks during builders clean services, the Client (Engaged Builder/Contractor) acknowledges that certain hazards may be inherent to construction sites. The Client (Engaged Builder/Contractor) agrees to hold Perth Soft Wash Solutions harmless from any liability for damages to property or injuries arising from the builders clean, except in cases of gross negligence or wilful misconduct. The Client (Engaged Builder/Contractor) shall maintain adequate insurance coverage to protect against such risks.

By using our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions. If you have any questions or concerns, please do not hesitate to contact us.

Perth Soft Wash Solutions

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