**Clean Machine Power Wash Company Policy 2024**

Estimates are valid for **60 days**.

Prices are **non-negotiable**. Prices are our lowest guarantee and therefore, there will be no discounts or asking to include other items at no charge. **No exceptions**.

Prices are **individualized** to each property’s needs. As a result, your pricing may be different from a neighbor’s property.

**After** receiving your estimate, please call the office to secure your appointment.

If you wash with us, your pricing is guaranteed for three years **only** before we re-evaluate your property for new pricing. This applies to **all** customers—existing and new customers.

Upon inspection of your property, the pre-existing conditions that are checked off on your estimate, as well as pre-existing deficiencies in **general** (leaking roof, improperly installed window, defective outlet, etc), **are not** the responsibility of Clean Machine Power Wash.

Homeowners are responsible for removing personal items (outdoor furniture, flags, potted plants, decorations, etc).

Clean Machine is **not** responsible for providing before and after photos. Employees **will not** be required to use their personal phones to document progress photos for customers.

Each area to be washed will be itemized and **non-combinable**. For example, a house and porch are individualized pricing as a porch is an extension of your house & a different surface which requires a different cleaning process.

A credit card **will** need to be on file in order to secure your washing appointment. If you **do not** provide a credit card number, **we cannot give you a wash date**. If you do not want to provide a credit card number and/or do not have a credit card, you **can** pay for your service in full by cash or check **in advance** by stopping by our offices. **Once we receive payment**, we will secure a wash date for you.

All cancellations will be provided with a cancellation code.

48 hours cancellation notice is **required** or a $50.00 charge **will be** applied to the credit card on file.

**We no longer provide an estimated time of arrival**, as times change often and are not guaranteed. Your appointment date is the date we will be there **at some point** between 8am and 5pm.

Payments are due **upon job completion**—which is the day of service.

An alternative payment can be made in the form of cash or check. If mailing a check, **please** notify the office at 413-734-4384 when the service is completed. If payment is not confirmed the day of, we will follow up the following day to confirm if you have mailed a check or if you’d like us to run the credit card on file. If we leave a voicemail and do not hear back from you within a couple of days, the credit card on file **will be**run.

There will be **no** credit card fee added to your invoice.

A fuel charge of $10 will apply for **30+ miles** from Clean Machine Power Wash located at 224 Cold Spring Ave in West Springfield, MA.

Water will be provided by the homeowner **unless** otherwise requested. To bring water to a site will result in an upcharge of $20.

**By securing your house washing appointment with us, you are agreeing to the terms and conditions above.**