



PETEY AVEY EXTERIOR SURFACE PROFESSIONALS, LLC.

The Triad's only female-veteran owned and operated exterior surface cleaning company.

COMMERCIAL EXTERIOR SURFACE CLEANING SERVICE AGREEMENT

This Commercial Service Agreement is entered into by and between Petey Avey Exterior Surface Professionals, LLC ("Petey Avey") and the commercial customer listed below ("Customer").

Customer / Business Name: _____

Authorized Representative: _____

Title: _____

Billing Address: _____

Service Property Name: _____

Service Property Address: _____

Phone: _____ Email: _____

Service Date: ____/____/____

PO/Invoice Number: _____

1. Commercial Use Only

This Agreement applies only to commercial, business, property management, HOA, multi-unit, industrial, municipal, institutional, or non-residential exterior surface cleaning services. Residential customers require a separate residential service agreement.

2. Authority to Approve Work

Customer represents that the person signing this Agreement has authority to approve services, grant property access, authorize payment, and bind the business, property owner, tenant, HOA, management company, or responsible party to this Agreement.

3. Services to Be Provided

- a. Petey Avey agrees to provide commercial exterior surface cleaning services as described in the estimate, proposal, invoice, or approved scope of work.
- b. Services may include, but are not limited to: Building exterior washing, storefront cleaning, sidewalk and walkway cleaning, concrete cleaning, drive-thru cleaning, curb and entryway cleaning, dumpster pad cleaning, patio or outdoor seating area cleaning, breezeway or common area cleaning, pool deck or amenity area cleaning, fence, wall, or retaining wall cleaning, gutter clearing or exterior gutter brightening, or other agreed-upon commercial exterior surface cleaning services.

c. Services Included in Today's Service: (check all that apply)

- ☐ Building Exterior Washing
- ☐ Storefront Cleaning
- ☐ Sidewalk & Walkway Cleaning
- ☐ Concrete Cleaning
- ☐ Drive-Thru Cleaning
- ☐ Curb & Entryway Cleaning
- ☐ Dumpster Pad Cleaning
- ☐ Patio or Outdoor Seating Area Cleaning
- ☐ Breezeway or Common Area Cleaning
- ☐ Exterior Window Rinse
- ☐ Pool Deck or Amenity Area Cleaning
- ☐ Fence Washing
- ☐ Exterior/Retaining Wall washing
- ☐ Stain Treatment
- ☐ Gum Removal
- ☐ Grease Removal
- ☐ After-Hours Work
- ☐ Special equipment needed: _____
- ☐ Other: _____

d. Services Not Included in Today's Service:

4. Scope Changes and Additional Work

Any work not listed in the approved scope is excluded unless agreed to in writing. If Customer requests additional services, extra areas, stain treatment, gum removal, grease removal, after-hours work, water recovery, special equipment, or return visits, additional charges may apply.

5. Scheduling and Business Operations

- a. Petey Avey will make reasonable efforts to perform services at the agreed date and time. Customer understands that commercial work may require early morning, evening, after-hours, weekend, or phased scheduling to reduce disruption to employees, tenants, residents, vendors, and customers.
- b. Customer is responsible for notifying tenants, employees, vendors, residents, security personnel, or other affected parties of the scheduled service.

6. Access to Property

- a. Customer agrees to provide safe and reasonable access to all work areas. This includes unlocked gates, access codes, keys, security instructions, loading areas, parking access, water access, and any required site contact information.

b. If Petey Avey arrives and cannot complete the work due to lack of access, blocked areas, locked gates, unavailable water, unsafe conditions, tenant interference, parked vehicles, or Customer failure to prepare the site, a trip fee, delay fee, or cancellation fee may apply.

7. Water and Utility Access

a. Unless otherwise agreed in writing, Customer will provide access to an approved working water source. Customer confirms that available water spigots, connections, or hydrant access, if applicable, are functional and authorized for use.

b. Customer is responsible for identifying any faulty spigots, leaking connections, damaged plumbing, low water pressure, or utility restrictions before service begins.

8. Site Preparation

a. Before service, Customer agrees to remove or secure vehicles, signs, mats, merchandise, outdoor furniture, trash containers, planters, decorations, electrical cords, temporary displays, and other movable items from the work area.

b. Petey Avey is not responsible for damage to items left in the work area or for delays caused by unprepared areas.

9. Surface Risk Disclaimer

a. Customer understands that exterior cleaning may involve water pressure, soft-wash solutions, detergents, degreasers, and/or surface-appropriate cleaning methods. Some surfaces may react unpredictably due to age, wear, oxidation, improper installation, prior chemical exposure, poor maintenance, heavy traffic, weathering, or hidden defects.

b. Cleaning may reveal or worsen existing weaknesses, including but not limited to faded paint, oxidation, loose siding, cracked concrete, damaged mortar, loose caulking, brittle vinyl, deteriorated sealant, spalling concrete, loose pavers, wood rot, peeling stain, failed coatings, or deteriorated finishes.

10. Pre-Existing Damage

a. Petey Avey is not responsible for pre-existing damage or conditions present before service begins, whether visible or hidden. This includes damage to siding, brick, stucco, EIFS, concrete, asphalt, pavers, roofing, windows, doors, screens, trim, signage, lighting, electrical fixtures, outlets, cameras, access controls, doorbells, landscaping borders, decks, fences, paint, stain, sealers, coatings, or other exterior materials.

b. Customer agrees to disclose any fragile, damaged, leaking, loose, recently painted, recently sealed, recently stained, or otherwise sensitive surfaces before work begins.

11. Plants, Landscaping, and Irrigation

a. Petey Avey takes reasonable precautions to protect plants, grass, shrubs, flowers, trees, and surrounding landscaping. These precautions may include pre-wetting, controlled application, rinsing, and post-rinsing.

b. Customer understands that delicate, rare, newly planted, stressed, edible, ornamental, drought-affected, recently fertilized, recently treated, unhealthy, or high-value vegetation may be more sensitive to cleaning solutions, runoff, water volume, heat, or site conditions.

c. Customer must notify Petey Avey before service of any sensitive landscaping, irrigation systems, planter beds, edible plants, or high-value vegetation near the work area. Petey Avey is not responsible for damage to vegetation that is delicate, unhealthy, stressed, newly planted, previously treated, located in runoff areas, or not disclosed before service.

12. Stains and Results

a. Petey Avey will make reasonable efforts to improve the appearance of cleaned surfaces. Complete removal of all stains is not guaranteed.

b. Stains that may not fully remove include, but are not limited to, rust, red clay, oil, grease, tire marks, gum shadows, battery acid stains, oxidation, efflorescence, mineral deposits, irrigation stains, paint stains, graffiti shadows, wood tannins, mildew staining, and deeply embedded organic growth.

13. Grease, Oil, Dumpster Pads, and Contaminated Areas

a. Commercial areas such as dumpster pads, loading areas, restaurant entrances, drive-thrus, parking areas, and trash enclosures may contain grease, oil, food waste, bodily fluids, chemicals, unknown substances, or other contaminants.

b. Petey Avey may decline, pause, or modify service if hazardous, unsafe, or regulated materials are present. Special degreasers, hot water, water recovery, containment, disposal, or additional treatment may require additional charges.

14. Environmental and Runoff Compliance

a. Petey Avey will make reasonable efforts to use appropriate cleaning practices and follow applicable environmental requirements and best management practices. Customer understands that stormwater, wastewater, grease, oil, detergents, and other materials may be subject to federal, state, or local rules.

b. Customer agrees not to require Petey Avey to discharge wastewater, cleaning solutions, grease, oil, or contaminants in a manner that violates applicable laws, ordinances, permits, or site requirements.

c. If a property requires special runoff control, water recovery, drain protection, wastewater disposal, permits, or site-specific environmental procedures, Customer must disclose those requirements before service. Additional charges may apply.

15. Safety and Right to Stop Work

Petey Avey may stop, delay, or refuse work if conditions are unsafe. Unsafe conditions may include lightning, high winds, freezing temperatures, extreme heat, aggressive individuals, unsecured animals, active traffic hazards, exposed electrical hazards, unstable surfaces, blocked work areas, chemical hazards, or other risks.

16. Payment Terms

Total Service Price: \$_____

Deposit Required: \$_____

Balance Due: \$_____

Payment Due Date / Terms: _____

- a. Payment is due according to the written estimate, invoice, or approved payment terms. Unless otherwise agreed in writing, payment is due upon completion.
- b. Approved commercial accounts may be granted invoice terms at Petey Avey's discretion. Past-due balances may be subject to late fees, collection costs, returned payment fees, suspension of future service, and legal fees.

17. Recurring Service Terms

- a. If Customer is enrolled in recurring service, the service frequency, price, and scope will be listed in the written proposal or recurring service schedule.
- b. Either party may cancel recurring service with written notice of 7 days unless a different term is stated in writing. Services already performed remain due and payable.
- c. Recurring Service Frequency:
Weekly ____ Monthly ____ Quarterly ____ Seasonal ____ Other ____

18. Cancellation and Rescheduling

- a. Customer must provide at least 24 hours' notice to cancel or reschedule one-time service.
- b. Recurring commercial services require 7 days' notice to cancel or change the schedule unless otherwise agreed in writing.
- c. Cancellations with insufficient notice may be subject to a cancellation fee. If Petey Avey arrives and cannot complete service due to site conditions, lack of access, blocked areas, unavailable water, or Customer failure to prepare the property, a trip fee, delay fee, or cancellation fee may apply.

19. Weather Policy

- a. Exterior cleaning may be rescheduled due to rain, lightning, high winds, freezing temperatures, extreme heat, unsafe conditions, or weather that may affect service quality or employee safety.
- b. Weather-related rescheduling does not cancel this Agreement or relieve Customer of payment obligations for completed work.

20. Insurance and Certificates

Petey Avey may provide a certificate of insurance upon request, if applicable. Any special insurance requirements, additional insured requests, waiver of subrogation requests, vendor onboarding, or compliance documents must be requested before service and may require additional processing time.

21. Photos and Documentation

- a. Petey Avey may take before-and-after photos or videos for documentation, quality control, recordkeeping, insurance purposes, and proof of completion.
- b. No private identifying information will be shared without Customer consent.
- c. Customer grants permission for Petey Avey to use non-private photos for marketing:
Yes ____ No ____

22. Limited Callback Policy

- a. Customer must notify Petey Avey of any concern within 48 hours of service completion. Petey Avey will review the concern and may, at its discretion, perform a reasonable touch-up.
- b. This does not apply to permanent stains, pre-existing damage, oxidation, grease shadows, oil stains, neglected surfaces, drainage issues, or conditions listed as limited or non-removable.

23. Limitation of Liability

To the fullest extent allowed by law, Petey Avey's liability is limited to direct damages caused by Petey Avey's negligence and shall not exceed the amount paid for the specific service giving rise to the claim. Petey Avey is not responsible for indirect, incidental, consequential, lost revenue, lost business, tenant claims, customer complaints, operational disruption, or reputational damages.

24. Indemnification

Customer agrees to hold Petey Avey harmless from claims, damages, delays, fines, penalties, costs, or expenses arising from inaccurate site information, undisclosed hazards, lack of authority to approve work, tenant interference, failure to prepare the property, pre-existing conditions, site-specific requirements not disclosed before service, or Customer's failure to comply with this Agreement.

25. Governing Law

This Agreement shall be governed by the laws of the State of North Carolina.

26. Entire Agreement

This Agreement, together with the written estimate, proposal, invoice, or recurring service schedule, contains the entire agreement between the parties. Any changes must be agreed to in writing.

27. Agreement and Acceptance

By signing below, Customer confirms that they have read, understand, and agree to the terms of this Commercial Exterior Surface Cleaning Service Agreement.

CUSTOMER / BUSINESS:

Business Name: _____

Authorized Representative Printed Name: _____

Title: _____

Signature: _____

Date: _____

PETEY AVEY EXTERIOR SURFACE PROFESSIONALS, LLC:

Representative Printed Name: _____

Signature: _____

Date: _____

Petey Avey Exterior Surface Professionals, LLC

Phone: 336.901.8620

Email: customercare@peteyavey.com

Website/Social: www.peteyavey.com