



PETEY AVEY EXTERIOR SURFACE PROFESSIONALS, LLC.

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

RESIDENTIAL EXTERIOR SURFACE CLEANING SERVICE AGREEMENT

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

Customer Name: _____

Service Address: _____

Phone: _____ Email: _____

Scheduled Service Date: _____

1. Services To Be Provided

a. Petey Avey agrees to provide residential exterior surface cleaning services as described in the signed estimate.

b. Services may include, but are not limited to: House washing, roof washing, concrete cleaning, patio cleaning, deck cleaning, fence cleaning, gutter clearing, exterior window rinse, or other agreed-upon residential exterior surface cleaning services.

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

- ☐ House Washing
- ☐ Roof Washing
- ☐ Concrete Cleaning
- ☐ Patio Cleaning
- ☐ Deck Cleaning
- ☐ Fence Cleaning
- ☐ Gutter Clearing
- ☐ Exterior Window Rinse
- ☐ Pool Deck Washing
- ☐ Other: _____

d. Services Not Included in Today's Service:

2. Surface Risk Disclaimer

a. Customer understands that exterior cleaning involves the use of water pressure, soft-wash solutions, detergents, and/or surface-appropriate cleaning methods. While Petey Avey uses professional care and industry-standard practices, some surfaces may react unpredictably due to age, wear, oxidation, improper installation, prior chemical exposure, poor maintenance, or hidden defects.

b. Customer acknowledges that cleaning may reveal or worsen existing weaknesses in surfaces, including but not limited to faded paint, oxidation, loose siding, cracked concrete, damaged mortar, loose caulking, brittle vinyl, worn sealant, wood rot, peeling stain, or deteriorated finishes.

3. Pre-Existing Damage Clause

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

b. Customer agrees to notify Petey Avey before service of any known fragile, damaged, leaking, loose, recently painted, recently stained, or otherwise sensitive areas.

4. Plant and Landscaping Disclaimer

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

b. Customer understands that some plants may be sensitive to cleaning solutions, runoff, heat, drought stress, poor health, or prior chemical exposure. Petey Avey is not responsible for damage to unhealthy, fragile, newly planted, recently treated, or improperly maintained vegetation.

c. Customer agrees to notify Petey Avey of any delicate, rare, newly planted, edible, or high-value plants before service begins.

5. Customer Responsibilities

a. Before the scheduled service, Customer agrees to:

- Close and lock all windows and doors
- Move vehicles away from work areas
- Remove fragile items, decorations, flags, signs, cushions, furniture, grills, toys, and potted plants
- Secure pets indoors
- Unlock gates and provide access to cleaning areas
- Ensure exterior water spigots are working
- Notify Petey Avey of leaks, faulty outlets, damaged surfaces, cameras, doorbells, or special concerns

b. Petey Avey is not responsible for damage to items left in the work area

6. Stain and Result Disclaimer

- a. Petey Avey will make reasonable efforts to improve the appearance of the cleaned surfaces. However, Customer understands that some stains may not be fully removable.
- b. This may include rust, red clay, artillery fungus, oxidation, battery acid stains, oil, grease, efflorescence, mineral deposits, irrigation stains, paint stains, wood tannins, and deeply embedded organic growth.

7. Payment Terms

- a. Total Service Price: \$ _____
- b. Deposit Required: \$ _____
- c. Balance Due: \$ _____
- d. Payment is due upon completion unless otherwise agreed in writing. Accepted payment methods include cash (cash discounts available), check, card, electronic payment.
- e. Past-due balances may be subject to late fees, collection costs, returned payment fees, or legal fees.

8. Cancellation Policy

- a. Customer must provide at least 24 hours' notice to cancel or reschedule service.
- b. Cancellations made with less than 24 hours' notice may be subject to a cancellation fee.
- c. If Petey Avey arrives and cannot complete the service due to lack of access, no water availability, locked gates, unsafe conditions, or Customer failure to prepare the property, a trip fee or cancellation fee may apply.

9. Weather Policy

- a. Exterior cleaning services may be rescheduled due to rain, lightning, high winds, freezing temperatures, extreme heat, unsafe conditions, or any weather that may affect service quality or employee safety.
- b. Petey Avey will make reasonable efforts to notify Customer as soon as possible if weather requires rescheduling. Weather-related rescheduling does not cancel the agreement.

10. Photos and Documentation

- a. Petey Avey uses before-and-after photos for documentation, quality control, and recordkeeping.
- b. No private identifying information will be shared without Customer consent.
- c. Customer grants permission for Petey Avey to use photos for marketing:
Yes _____ No _____

11. Limited Callback Policy

- a. If Customer has a concern about completed work, Customer must notify Petey Avey within 48 hours of service completion.

b. Petey Avey will review the concern and may, at its discretion, perform a reasonable touch-up. This does not apply to permanent stains, pre-existing damage, oxidation, or conditions listed in this agreement as limited or non-removable.

12. Limitation of Liability

a. 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 service. Petey Avey is not responsible for indirect, incidental, or consequential damages.

13. Residential Use Only

b. This agreement is intended only for residential customers and residential properties. Commercial, industrial, HOA, multi-unit, municipal, or property management services require a separate commercial service agreement.

14. Governing Law

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

15. Agreement and Acceptance

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

Customer Printed Name: _____

Customer Signature: _____

Date: _____

Petey Avey Representative Printed Name: _____

Petey Avey Representative Signature: _____

Date: _____

Petey Avey Exterior Surface Professionals, LLC

Phone: 000-000-0000

Email: customercare@peteyavey.com

Website/Social: www.peteyavey.com