



Window & Solar Panel Cleaning Terms & Conditions (T&C)

1) Parties & Applicability

These terms and conditions apply to all services provided by Point B Home Solutions LLC ("Contractor," "we," "our") to the "Client" ("you," "your"). They are incorporated into any estimate, invoice, or service agreement we issue.

2) Scope of Work

Work includes only the services and areas listed on the CNRT-5 Service Contract Binder, which provides for CNRT-1, CNRT-2, CNRT-4, and CNRT-5 estimate/service agreements (e.g., interior/exterior glass as specified; tracks, sills, frames, as part of every cleaning; screens, mirrors, skylights as specified). Any items not listed are excluded unless added and approved in writing.

3) Exclusions (common add-ons)

Unless specifically included in writing, the following are excluded and may require additional pricing:

- Hard water stain or mineral deposit removal, oxidation removal, paint/adhesive/silicone removal, post-construction debris, silicone smear/film removal, screen repair and/or cleaning, window film issues, caulking, resealing, frame refinishing, fabrication debris removal, and scratch remediation.
- Solar panel cleaning, gutter cleaning, pressure/soft washing, or other exterior services.

4.) Access & Preparation

Client will provide safe access to all areas scheduled, including removal/tilting of heavy items, decorations, blinds/drapes, and security bars where required. Please secure

pets, disable alarms as needed, and ensure a responsible adult (18+) is on site with decision authority unless otherwise agreed.

5) Water & Power

Client agrees to provide standard outdoor spigots and indoor faucets (as needed) and electricity for equipment. If deionized/purified water systems are used, we may need to connect to your water supply.

6) Safety & Weather

We reserve the right to postpone/adjust work due to unsafe conditions (e.g., lightning, high winds, icy/soaked surfaces, active wasp/bee nests, unstable roofs/ladders). Safety decisions are at our sole discretion without penalty to either party; we'll reschedule promptly.

7) Chemicals & Environmental Care

We may use professional window-cleaning solutions, neutralizers, and—in exterior washing contexts—dilute sodium hypochlorite (SH) or sodium percarbonate for organic staining where appropriate. We follow label directions and best practices to minimize plant/landscape impact (pre-wet/rinse/dilute). Client understands standard solutions may contact adjacent materials during normal use. If you have sensitive plants, materials, or water features, please notify us in writing before service.

8) Glass/Surface Condition Waiver (Fabrication Debris & Pre-Existing Issues)

Some tempered/heat-treated glass may contain fabrication debris (FD) or surface defects that can scratch during normal cleaning—even with industry-standard tools. Because FD/surface defects are a manufacturing issue outside our control, we are not responsible for scratches or damage arising from such defects. We will document (WVR-5) visible pre-existing damage (scratches, cracked seals, failed glazing, oxidation, hard water etching, brittle screens, failing frames/paint) when reasonably observable, but we are not responsible for hidden conditions discovered during cleaning.

9) Post-Construction & Heavy Contamination

Removal of mortar, texture/overspray, stucco, silicone, adhesive, or construction debris requires specialized processes and is billed separately. We will quote these items upon request.

10) Pricing, Minimums & Changes

Prices are based on the described scope, condition, and access at the time of estimate. If conditions differ (extra windows, storm windows, French panes, ladder/roof work, severe buildup, etc.), we'll discuss and obtain approval for an addendum to the contract. *[Optional: A minimum service charge of \$[___] applies to any visit. Stand-alone window resealing has a \$150 minimum subtotal; otherwise, a \$65 service fee is added.]

11) Scheduling Window & Delays

Arrival times are provided as a 2-hour window. Field conditions, weather, traffic, or prior job overruns may affect timing. We communicate proactively and work to minimize impacts.

12) Client Cancellations & Rescheduling

Please provide 48 hours' notice to cancel or reschedule. Same-day cancellations or no-access arrivals may incur a \$50 trip fee.

13) Payment Terms

Payment is due upon completion of work unless otherwise agreed in writing. Accepted forms: [cash, card, ACH, check]. Past-due balances may accrue [1.5% per month] (or the maximum allowed by law) plus collection costs/fees.

14) Satisfaction Guarantee & Touch-Ups

If you notice a miss or streak, notify us within 48 hours of service, and we'll schedule a touch-up for the affected pane(s). This guarantee excludes new soiling after service, issues caused by weather/landscape irrigation, or items outside the scope.

15) Limited Liability

Our liability is limited to the lesser of: (a) repair/replacement cost, or (b) the amount paid for the specific service that gave rise to the claim. We are not liable for indirect, incidental, or consequential damages, including lost use. Client is responsible for securing valuables and notifying us of fragile items or special surfaces prior to work.

16) Photos & Documentation

Client authorizes before/after photos and site notes for quality control, damage documentation, and portfolio/marketing. [Check here to opt out of public marketing use ; internal documentation only.]

17) Warranties

We warrant workmanship consistent with industry standards. No other warranties are expressed or implied, including merchantability or fitness for a particular purpose.

18) Force Majeure

Neither party is liable for delays/failures due to causes beyond reasonable control (weather emergencies, utility failure, labor disruptions, illness, etc.).

19) Governing Law

These T&C are governed by the laws of [Florida]. Any dispute shall be resolved in [County, State] courts [or by binding arbitration—optional].

20) Entire Agreement; Severability

These T&C, plus the written estimate/service agreement, comprise the entire agreement for the work described. If any provision is found invalid, the remainder remains in effect. No waiver is effective unless in writing.

21.) Non-Disclosure

The terms of this Agreement shall not be disclosed by either party to any third party without the prior written consent of the other party. This restriction does not apply to disclosures to purchaser professional advisors, such as tax advisors and auditors.

Point B Home Solutions LLC

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