

RESIDENTIAL CUSTOMER SERVICE AGREEMENT / CONTRACT

I _____ herein known as client or party agree to all the conditions in this service agreement / contract in its entirety. In regards to estimate and or invoice number: _____

A. RESIDENTIAL HOUSE OR PROPERTY

A1.2 CONDITIONS BEFORE ARRIVAL

1. Please have all windows closed and all side-gates unlocked for our scope of work.
2. Please remove any furniture away from the areas we will be working in. A detailed explanation is listed in item [a2.1]
3. If there are pets, and you will not be there to greet us, please make sure they are indoors.
4. Access to the parking area is required. Please have all vehicles out of the driveway or our designated parking area. If there are cars present in the driveway please find parking for them prior our arrival. A detailed explanation is listed in item [a4.1]

a2.1: Damages caused by not properly shutting windows during a pressure washing, having items near the drip line, having pots and planters in the area we will be working in, that can be broken or damaged; are not covered by us or our insurance. By agreeing to this scope of work , you are agreeing that you (client or clients rep) are solely responsible for preparing our work area and that you have taken adequate measures to prevent our scope from affecting your outside furniture, interior residence and property.

a4.1: We are performing a service where we have roof debris blown off your home, the overspray of chemicals in the air and generally, situations where dirt, debris and liquids are present in and around your home. Preparing for our arrival is key in making sure your property is not damaged.

B. CLEANUP

- (1) Cleanup on work orders longer than 1 day is done on final day of work only.
- (2) As a courtesy we remove up to 1 bag of debris from roof moss removals. Additional bags are billed at \$25.00 / per bag. (30 gallon garbage bags)

C. SIGN OFF

- (1) A signature on final day of work is mandatory. This signature will state that the job is completely done and that you are agreeing so. Absence of signor is an admission of work being completed.

D. PAYMENTS

- (1) Due before job scope begins for jobs where a deposit is required.
- (2) At end of job after a walk through and signature of job completion form .
- (3) If you're not going to be present, payment is collected up front and billed the following business day.

E. CANCELLATION POLICY

Once you have accepted this estimate you have 72 hours to cancel your upcoming appointment. Should you decide to cancel the appointment on the day of or after the 72 hour cancellation window has ended there is a \$75 cancellation fee.

F. LEGAL DISPUTES / MEDIATION AGREEMENT

The parties agree to attempt to resolve any dispute, claim or controversy arising out of or relating to this Agreement by mediation, which shall be conducted under the then current mediation procedures of The CPR Institute for Conflict Prevention & Resolution or any other procedure upon which the parties may agree. The parties further agree that their respective good faith participation in mediation is a condition precedent to pursuing any other available legal or equitable remedy, including litigation, arbitration or other dispute resolution procedures.

Either party may commence the mediation process by providing to the other party written notice, setting forth the subject of the dispute, claim or controversy or the relief requested. Within ten (10) days after the receipt of the foregoing notice, the other party shall deliver a written response to the initiating party's notice. The mediation shall be conducted by:

JAMS

600 UNIVERSITY STREET

SUITE 1910

SEATTLE, WA 98101

USA

P 206-622-5267

F 206-292-9082

MNEMETH@JAMSADR.COM

The initial mediation session shall be held within thirty (30) days after the initial notice. The parties agree to share equally the costs and expenses of the mediation (which shall not include the expenses incurred by each party for its own legal representation in connection with the mediation).

The parties further acknowledge and agree that mediation proceedings are settlement negotiations, and that, to the extent allowed by applicable law, all offers, promises, conduct and statements, whether oral or written, made in the course of the mediation by any of the parties or their agents shall be confidential and inadmissible in any arbitration or other legal proceeding involving the parties; provided, however, that evidence which is otherwise admissible or discoverable shall not be rendered inadmissible or non-discoverable as a result of its use in the mediation.

The provisions of this section may be enforced by any Court of competent jurisdiction, and the party seeking enforcement shall be entitled to an award of all costs, fees and expenses, including reasonable attorneys' fees, to be paid by the party against whom enforcement is ordered.

COMPANY INFORMATION

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Seattle, WA 98125