

TERMS AND CONDITIONS

Booking our services:

A 25% deposit made by credit card is required to book our services. By doing this you agree to all terms and conditions therefore making it a binding contract in the law's eyes between Prima Soft Wash Inc and you the customer.

Payment Policy:

The customer agrees to pay the full amount on any quote that has been accepted by the customer, once the work has been completed and invoice has been sent.

The payment made by the customer must include all applicable taxes upon completion of project.

Payment is to be made by E-transfer, Credit card, Debit card or Cash (No Checks accepted) made out to Prima Soft Wash and Exterior Cleaning Inc.

Cancellation Policy:

A 25% deposit is required to book our services. If there is a cancellation by you, the customer made within 24 hours, you thereby understand and agree that Prima Soft Wash Inc does not refund any deposits.

If the customer decides to cancel the contract at any point during the project, all expenses such as products, staff wages and amount of work that was completed up until the moment of cancellation will be charged back to customer and payment will be required including all taxes within 24 hours. Otherwise penalties will be applied, please see our penalties policy.

TERMS AND CONDITIONS

Scope of Project Policy:

When the estimate is accepted, and work begins on the scheduled day of cleaning, any extra services will be reviewed with the customer and to determine the cost and when it can be completed.

Prima Soft Wash Inc expects from the customer a clear and honest communication of what they requested that is in the estimate. Any changes must be communicated at the beginning of the project to be decided by Prima Soft Wash Inc if the extra services can be done in the time allowed. No extras or free services will be demanded throughout the scope of the project by the customer.

Any extra work requested by the customer throughout the project will be reviewed by Prima Soft Wash Inc to determine if there will be an added cost charged to the customer.

If the customer decides to brake the scope of the project Prima Soft Wash reserves the right to cancel all services and will charge the customer 100% of the total bill outlined in the estimate including taxes.

Code of Conduct Policy:

When Prima Soft Wash arrives on scheduled day of cleaning, the customer **cannot interfere** while in the process of the project.

We, the professionals at Prima Soft Wash Inc expect 100% of our focus on your project to insure that we perform all services safely and accurately, for your benefit and ours.

Therefore we require the customer is not allowed to touch any equipment while project is in process.

TERMS AND CONDITIONS

The customer is required not to distract the cleaners while project is in process, for fear of our safety and the safety of your property.

The customer is required not to interfere by micromanaging our cleaners and by following the cleaners around and distracting them.

If the customer interferes with Prima Soft Wash Inc from doing their job, by breaking any of the rules in the code of conduct policy or scope of project policy, Prima Soft Wash Inc will cancel all services immediately and will charge the customer 100% of the total bill on the estimate. This will be enforced by law. There is no exceptions.

By your 25% deposit to book our services you the customer make this a binding contract by law and agree to all of our terms and conditions, whether you read our terms and conditions or not.

When project is complete, Prima Soft Wash Inc will then do a walkthrough of the project with the customer to insure customer's satisfaction.

Penalties:

Any customer that accepts an estimate and wishes to go ahead with the outlined project is now bound by the terms and conditions.

By accepting the quote and going ahead with the service, you as the customer understands the payment policy outlined. **If full payment is not made within 24 hours of project completion there will be an interest charge of %5 at 24 hours then again every 5 business days while account remains unpaid.**

After 30 days, the delinquent account will be forwarded to a **Collection agency and made available to creditors. At the end of the taxation**

TERMS AND CONDITIONS

year the Canada Revenue Agency will be notified that the account is a “bad debt”. Prima Soft Wash Inc reserves the right to turn over any account outstanding over 90 days to small claims court and place lien on the customer’s property.

Payment is required when services are rendered. NO EXCEPTIONS!

Warranty:

Roof treatment/cleaning – 1 year warranty

Exterior House cleaning/siding that is performed by our Soft Washed method – 1 year warranty.

Complaints Policy:

A walk through will be done with the customer at the completion of their project, any complaints or deficiencies will be addressed by the customer at this time. If the customer is not on sight when the job is completed for any reason, it is the customer’s responsibility to address any complaints within 24 hours. **Any complaints will not void the payment policy, all payments must be made within the 24 hours. See our payment policy.**

Any complaints must be made within 24 hours, otherwise Prima Soft Wash will reserve the right to charge for any services requested.

Complaints will not void the payment policy. Unless special circumstances apply which will be determined case by case by Prima Soft Wash Inc.