

The Gulf2Bay SoftWash Corp 5 Year Spot-free Limited Warranty Gulf2Bay SoftWash Corp will provide the necessary service to maintain a spot-free absence of dark molds and mildews from the clients roof for a period 24 months from the original date of cleaning. For 3 years through 5, Gulf2Bay SoftWash Corp will create whole or in part any areas of recurring dark molds or mildews with the contractor paying the first 50% of the original quoted price, before discounts. An entire retreatment will be prorated against the original quoted price of the roof cleaning from the original date of cleaning. Smaller areas of staining, less than 25% of the total area of the roof, will be prorated from the current hourly charge for service. Gulf2Bay SoftWash Corp reserves the right to discontinue any and all courtesy treatments. This warranty covers shingle, concrete tile, clay tile, slate, asbestos and composite roofs that are of the proper pitch with no water pooling on the roofs surface.

The Gulf2Bay SoftWash Corp roof cleaning process is safe for your roof. If any damage is caused to your roof by our personnel, or our process or the chemicals in our process Gulf2Bay SoftWash Corp will repair or replace your roof, at its option. Furthermore, if Gulf2Bay SoftWash Corp process and/or chemicals void the manufacturer's warranty on your roof, Gulf2Bay SoftWash Corp will repair or replace your roof in accordance with the terms and conditions of the roofing manufacturer's warranty. Finally, if the reoccurrence of dark molds and mildews during the Gulf2Bay SoftWash Corp 5-years spot-free limited warranty period cause proven damage to the customers roof, Gulf2Bay SoftWash Corp will repair or replace your roof at their option.

This warranty does not cover new or replacement roofing not originally treated by Gulf2Bay SoftWash Corp, areas under or around roof-mounted apparatus or Acts of God determined by local area. It is the customer's responsibility to keep the roof free from debris, as well as tree limbs trimmed away at least eight feet from the roof surface. Green Mustard Algae is not covered for retreatment. This spot-free limited warranty is transferable to the new owner of the property.

The Gulf2Bay SoftWash Corp Scope of Work The work and services performed are those expressly agreed upon on the front of this agreement. Additions requested by the customer will be added to the contract as an additional charge. Please read this document completely to be sure each and every service you require is listed. If it is not listed, ask the representative to make a written amendment to the front of this document to communicate your service request. Services to be performed are accompanied by a check mark in the services box.

Scheduling Gulf2Bay SoftWash Corp will arrange with the customer an agreeable day for the work to start. Before technicians arrive to perform work, customer agrees to make any and all arrangements to notify residents or employees of schedule work insuring the protection or removal of resident's or employee's property. Gulf2Bay SoftWash Corp can provide a standard notification flyer for customer's use if requested. If work needs to be postponed due to customer, residents or customer's employee's non compliance of the terms and conditions of this contract or notices, or if the customer fails to notify appropriate parties and delays occur, the customer will be subject to additional charges.

Weather Weather conditions are an important factor in our work environment. Gulf2Bay SoftWash Corp may need to cancel their work due to rain wind, or lightning. Rescheduling will be done at Gulf2Bay SoftWash Corp discretion upon agreeable notification to customer.

Safety Gulf2Bay SoftWash Corp contractors are Gulf2Bay SoftWash Corp Community members, and have pledged to the 50 Point Standard for the Roof Cleaning Industry. This document has 10 points that address safety for the contractor as well as the property owner. This member company adheres to these points.

Before We Begin, You Should Know

Gulf2Bay SoftWash Corp has experienced certain conditions that should be pointed out before we initiate service on your property. We have found that taking certain steps can eliminate plant damage associated with certain types of chemical exposure. This requires the client to ensure all landscape and lawn areas are watered thoroughly. Plants require a minimum of twenty minutes of watering per zone the evening before service and nightly for two weeks after service. Where there are gutters you are required to make sure all downspouts do not drain into landscape beds. Plants located at a gutter downspout will stress from chemical exposure. Gulf2Bay SoftWash Corp is not responsible for plants at a or around gutter downspouts, French drains or gutter seam leaks/damage.

Exterior aluminum commonly has a dark oxidation that comes with aging. This oxidation is not always removable. Rust stains associated with irrigation systems are removable with separate chemical at a separate charge. Rust stains associated with rusting cars, patio furniture, or from fertilizer are usually permanent and not removable. Grease residue can be removed, but a permanent grease spot remains, even if after the use of strong chemicals. Rust and Oil stains are charged as separate items. Please see your scope of work or call Gulf2Bay SoftWash Corp, to have items added to your contacts scope of work.

Fire alarm control panels and other outside electrical equipment will be exposed to moisture. It is the customer's responsibility to make sure these items are made water tight before service. Water hose connections, pipes, and valves will be used for water source. The customer will make sure that they are in good working order and secured to the wall to avoid damages.

Property Damage Claims In the unlikely event of property damage, claims must be submitted in writing to the Gulf2Bay SoftWash Corp contractor within 31 days from the time of cleaning. This excludes liabilities named within the expressed warranties above. Upon the conclusion of an investigation by the Gulf2Bay SoftWash Corp contractors Customer Care Division, the contract will make restitution utilizing the contractor's preferred vendors. If this becomes unsatisfactory to the customer, The Gulf2Bay SoftWash Corp contractor will participate in legally binding arbitration. The commencement of the scope of work of this agreement binds the customer likewise. Be assured Gulf2Bay SoftWash Corp wishes to please each and every customer by handling their claim in a professional manner.

Payment All of Gulf2Bay SoftWash Corp contractor's services are payable at the job upon the completion of the scope of work. Non-payment of your account will exclude you from customer privileges like customer care and warranty claims. Gulf2Bay SoftWash Corp has a no pay, no spray policy. If you are not home at the time of service and no payment arrangement has been made in advance, Gulf2Bay SoftWash Corp will bypass your job for the day. All jobs over \$500 must be secured by a major credit card. The Gulf2Bay SoftWash Corp contractor reserves the right to place any unpaid account in collection. Client agrees to pay all collection costs, court costs, late fees, interest, administration and attorneys' fees applicable by law. Venue for such support proceedings will be the county in which the Gulf2Bay SoftWash Corp contractor's business resides.