

**Policies/Guidelines Regarding Arrival/Departure**

On the day of your cleaning one of our representatives will contact you 30 minutes in advance of their arrival. (Unless other arrangements have been made with a company representative.)

At arrival, at least one adult (18+) who resides at the address (or any adult given permission by the owner of the address who is also an adult 18+) must be present during the cleaning. Please schedule accordingly as any breaks in work or additional time added to the jobs due to the customers' need to be off site, are billable hours at the rate of \$75 per hour.

***\*If the appointment runs over due to no fault of the customer PCS will waive this and any other fees associated with said extensions.***

Please remove all furniture, drapes and curtains prior to your team's arrival. (Unless you have made other arrangements in advance with a representative.) PCS representatives are not authorized or insured for moving any fixtures or furniture. In the event that PCS fails to inform the customer of this policy, PCS remains exempt from the moving or removal of all furniture or fixtures. If the customer is unable to remove or replace these at the time of or during the appointment PCS will reschedule to the first available time slot in line with the customer's schedule.

Fifteen minutes before completion all teams will inform the customer of the time remaining. Customer is expected at this time to inspect and point out any smudges, smears or streaks missed during cleaning.

**General Liability**

PCS and all of its contractors/employees are not responsible for ANY damage to screens older than 2 years. This damage is defined as:

- Tears in screens
- Breaking of frame joints
- Bending of frame
- Tearing or breaking of gaskets
- Loss or snapping of locks/pins/placeholders/removal tabs
- Any specialty screen or storm windows (defined as any that are not track released) will only be removed with the customer's consent. PCS assumes no responsibility or liability for any damage in the course of working with these items.

## Precision Window and Power Wash

*Clean windows are our passion!*

410.212.6766/301.276.1385

Tinted windows will not be cleaned unless customer gives express written consent, releasing PCS from any responsibility regarding ripping or tearing of tinting film.

### Scheduling and Safety

All appointments will be scheduled either a.m. or p.m. in four hour blocks. (8-12) or (1-5)

If a scheduled cleaning goes over the four hour block PCS will reschedule the remainder of the cleaning at the first available block which fits with the customer's schedule.

PCS reserves the right to cease all work without customer consent in the case of the following:

- Thunderstorms
- Ice/Hail/Snow
- High Winds
- Low light conditions (no PCS employee will continue work after sunset)
- Any other weather conditions deemed unsafe by supervisors on scene

***\*Again if the appointment runs over due to no fault of the customer PCS will waive any fees associated with extensions or reschedules.***

### Service

When you book your work with PCS you will receive an e-mail within 24-48 of the scheduling. Please review the e-mail calendar event. In the e-mail will be noted the time of the appointment, the approximate duration of the appointment, the services to be performed

The standard service for interior window cleaning includes:

- Up to two washings with our most aggressive scrub brushes
- Squeegee removal of all excess soap and water from window panes
- Detailing of windows' edges with microfiber cloth
- Up to three standard size windows will be scraped at no additional charge after three additional charge will be incurred
- The standard services for exterior cleaning include:
  - Scrubbing of windows with deionized water fed poles
  - Rinse of windows with deionized water
  - Track rinse with deionized water jets

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**Additional Services and add invoice additions**

All additional services will be discussed with the customer and approved/refused at time of identification of:

- Need for window scrub with an abrasive cleanser (defined as debris un-removable with two washings with most aggressive scrubbing brushes and detailing with microfiber cloth) \$2-\$10 per window
- Hard water removal (identified as white spotting in areas where sprinklers are present) \$2-\$10 per window
- Excessive paint residue removal (identified after first rinse of window frames with WFPs) \$2-\$5 per window
- Scratch removal or glass resurfacing prices determined with customer

Definition of standard window cleaning package:

- Windows washed up to 2 times
- Wipe down of sills
- (if WFP is used) rinse of frames and sills

Not included and are part of additional billable work if not specified at time of booking:

- Wipe down of frames
- Track brushing
- Vacuuming
- Screen cleaning
- Scraping of paint and sealant
- Polishing
- Tint removal

**Payment Options for Precision Care Services**

Full payment is to be made on the completion of the first appointment. A signed agreement will be issued at the time of rescheduling/payment listing any remaining work to be done.

Payments can be made using:

- Cash
- Precision Care Services Accepts all credit cards accepted on the square network. All credit cards must be given in person accompanied with identification matching the name on the credit card. ANY credit card payments will be charged 3.5% per swipe when customer is present with credit cards. Any payments made over the phone where customer is not present will be charged a 3.5% plus and additional \$5 carrier fee.

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- Money Order
- Personal/Certified/Cashier's Check \*all returned checks will be assessed a \$75 return fee.
- Barter network