

## **Permissions**

Client or his/her agent agrees to allow RLM RESTORATIONS on the property for the purposes of cleaning services. Client understands that there is no set time frame for the completion of services and several visits to the property may be required.

Client agrees to allow RLM RESTORATIONS to utilize their residential water source via outdoor faucet, which will be turned on and easily accessible on the date of service. If on well water, or if in an area with low water pressure or volume, client agrees to cease all water consumption inside the home to include faucets, dishwashers, washing machines, outdoor sprinkler systems etc.

## **Acknowledgment of Risks and Releases of Liability**

Power Washing uses high pressure and caustic chemicals to clean difficult stains off of exterior surfaces. Utilizing this pressure allows the best clean possible. RLM Restorations technicians are well trained in utilizing their equipment and take the utmost precautions in making sure we do not cause harm to your investment. Although high pressure is not used on residential siding, damage can still occur due to poor maintenance, neglect to the property, and/or low grade building materials. It is the responsibility of the homeowner to insure that their property has been maintained in accordance with its manufacture's recommendations and any defects or areas of concern are repaired prior to

washing to insure a watertight, surface. The Homeowner assumes all of these risks and takes responsibility for any damage that occurs due to the above explanations.

The Client also agrees to release RLM RESTORATIONS of any or all liability for injuries sustained due to equipment placement to include injuries from tripping/falling, striking equipment, falling debris or equipment.

**Client Responsibility On The Day of Service:**

**YOU WILL BE GIVEN A SERVICE AGREEMENT AND PROPOSAL TO REVIEW AND SIGN BEFORE SERVICES ARE PERFORMED. IN ADDITION, PAYMENT IS DUE AT THIS TIME.**

- 1. Please have a water spigot activated and accessible*
- 2. Please have all windows & doors shut tightly.*
- 3. Please have all pets inside*
- 4. Clear the work areas of all items and remove all flags, doormats, vehicles, or sensitive materials from the areas being washed.*

*RLM RESTORATIONS suggests the Client utilize their property's breaker box to shut off power to any and all exterior outlets, light fixtures, or any other electrically powered features. This is especially important to outlets that are not covered with exterior covers. Also, removing or opening any window screens will allow the Company to thoroughly clean windowsills. Removal of these screens will also allow for even distribution of detergent and streak-free drying.*

**Exclusions:**

- There is a \$50.00 cancellation fee if notice is not given within 24 hours of service, or if RLM RESTORATIONS arrives and cannot wash due to steps 1-4 not being completed.
- There is a \$50.00 Processing fee for any returned checks.
- RLM RESTORATIONS is not responsible for water intrusion. While every effort is made to prevent this from happening, bad seals around windows and doors and cracks in concrete foundations can make this unavoidable.
- RLM RESTORATIONS is not responsible for the rare "fogging" effect that happens to multi pane windows with bad seals.

- This agreement to provide services is in no way a guarantee that stains will be removed completely. RLM RESTORATIONS does strive for a 100% customer satisfaction, and will work with homeowners when this does not occur.
- Notify RLM RESTORATIONS if there are any surfaces on or near the home that cannot have any form of detergent on them. If the company is not notified of this, RLM RESTORATIONS is not responsible for any ill effects to any surfaces regarding this matter.

### **Media Release**

Client agrees to allow RLM RESTORATIONS to utilize any photos, descriptions, reviews, quotes, or videos of the property and/or the client in the context of marketing or advertising for RLM RESTORATIONS. RLM RESTORATIONS will use these items described in this section without any compensation to the Client. Client agrees not to seek punitive action in a civil court of law regarding the development, display, reproduction, or printing of the above examples of media. *This does include the use of photos, addresses, testimonials and videos posted or displayed on online venues such as social media and or the RLM RESTORATION's website.*