



Terms & Conditions

These terms apply to every Shine City Pressure Washing quote, booking, and job.

THE AGREEMENT

01 Booking & Deposit

A valid credit card on file and a **\$100 deposit** are required to book all work. The deposit is charged at the time of booking and applied to your final invoice. Cancellations made **more than 48 hours** before the scheduled start receive a full refund of the deposit. **Permanent Lighting installations** take a parts payment instead of the \$100 deposit (clause 21). **Cancellations made less than 48 hours before the scheduled start are charged a late cancellation fee of the greater of \$100 or 5% of your quoted price.** Your \$100 deposit is applied to that fee, and any balance above the deposit is invoiced. **Rescheduling at short notice is treated the same as a cancellation.** When you ask to move a booked job less than 48 hours before the scheduled start, the date we reserved for you is lost either way — a slot given up at short notice is rarely filled again — so the **same fee applies — the greater of \$100 or 5% of your quoted price** — with your \$100 deposit applied to it, any balance above the deposit invoiced, and **a new \$100 deposit required to hold your new date.** Once a job has been moved at your request, **the 48-hour window continues to run from the date you originally booked,** so moving the date does not restart the clock and does not restore a deposit already forfeited. **Reschedules that we initiate** — including for weather under clause 9 — are free, your deposit carries over to the new date, and no new deposit is required. We may waive these charges at our discretion, for example for long-standing customers or a genuine emergency. **Strata & commercial clients:** because many do not keep a credit card on file, we may at our discretion waive the credit-card-on-file and deposit requirement and book the job on invoice instead, with payment terms arranged with your property manager or account contact before the work begins.

02 Quote Scope

This quote covers only the surfaces and services explicitly listed. Additional surfaces, areas, or services identified on-site will be quoted separately before any extra work begins. Quotes are valid for **30 days** from the date issued.

Changing the services on a quote you have already accepted. When several services are quoted for one visit, the cost of getting our crew, truck and equipment out to your property is shared across all of them, so each individual line is priced lower than that same service would be on its own. That saving belongs to the visit as a whole — it is not a discount attached to any one service. If services are later removed from an accepted quote or a booked job, we still make the same trip for the work that remains, so **the prices of the remaining lines are recalculated and may go up** to carry the share of travel and set-up the removed work was covering. The amount charged for the actual work on each remaining service does not change. Adding services works the opposite way: every price already quoted stays exactly as you agreed it, and only the newly added work is priced at our current rates. Either way, **you will be shown the revised total before the change is confirmed.**

03 Pricing by Scope, Not by Time

Every Shine City price is set by the **scope of work** — the specific surfaces, areas, and services we agreed to clean — not by the number of crew members, the number of hours, or the number of days the job ends up taking. The crew size and day estimate shown on your booking are our internal scheduling figures so we can dispatch the right team and reserve the right window on the calendar; they are *not* a billing rate. If our crew works efficiently and finishes a job booked for two days in one day, **the price does not change** — the surfaces cleaned are the same, the result delivered is the same, and that efficiency is exactly what you're paying a professional crew for. In the same spirit, if a job runs longer than our estimate due to factors within our control (slower-than-expected access, an extra crew break, a return trip we needed to make), the price does not go up either — the risk on duration sits with us. The only time the final price differs from your quote is if we discover work outside the original scope (see clause 2), which always requires your written approval before we proceed, or where a delay outside our control is billed under clause 7 or a job is stopped under clause 13.

04 Payment

Final payment is due upon completion of the job. The credit card on file will be charged for the remaining balance unless an alternative payment method (e-transfer, cheque, or EFT) has been arranged before the job is completed. By providing a credit card on file, the customer authorizes Shine City to charge it for any amounts owed under these Terms — including the deposit, final balance, applicable cancellation fees, and any callback fees.

Late payment & delinquent accounts. Shine City **reserves the right to charge interest** on any invoice that is not paid in full by its due date. Interest accrues at **2% per month, being 24% per annum**, calculated as simple (non-compounding) interest on the outstanding balance from the day after the due date until the account is paid in full. Interest is charged at our discretion, and a decision not to charge interest on one occasion does not waive our right to charge it on any other occasion. If an account is referred to a collection agency or to legal counsel, the customer is also responsible for the reasonable costs we actually incur in recovering the debt, including collection agency fees and legal costs, to the extent those costs are recoverable at law. We may also suspend or decline further service while an account remains overdue.

05 Walk-Through & Sign-Off

When the job is complete, our crew will invite you to do an on-site walk-through before we pack up. This is your chance to look closely at every area we serviced and point out anything you'd like adjusted — **touch-ups during the walk-through are always free** while our gear is still on site. If you're unavailable, we'll send photos of the completed work for written approval by text or email. Once the work has been approved — in person or by photo — the job is considered complete and accepted.

06 Callback Fee

Any return trip requested after sign-off or photo approval is subject to a minimum \$100 callback fee, plus the cost of any additional work performed. Jobs located outside the Langley / Fraser Valley core service area may be subject to a higher callback fee based on distance.

07 Site Access, Water Source & Delays

The customer is responsible for providing the crew with access to the property at the scheduled arrival time — including gate or lock codes, an unlocked yard, pet containment, and **a working exterior water source for any service that requires water** (pressure washing, exterior cleaning, window cleaning, etc.). If the crew arrives and cannot start work due to access issues — locked gate without a code, no water available, no one home for an interior service, an uncontained aggressive dog, etc. — **a \$150 trip fee applies and the job will be rescheduled** at the next available date.

Low water flow — water-wait fee. Water-heavy services — pressure washing, surface cleaning, and house/exterior washing — rely on the property's water supply being able to keep up with our equipment. On *any* property (city water or well), if the available water flow is **severely low**, our crew has to repeatedly stop and wait for our water tank to refill before they can continue. We first try to work around it — hooking up a second water source and doing other parts of the job while the tank refills. If the flow is so low that the crew is genuinely left standing idle with nothing else to do, that waiting time is billed on your final invoice at **\$100 per worker, per hour**. This covers only the actual idle time caused by the property's water supply (a condition outside our control), it is reviewed and approved by our office before being applied, and it is in addition to your original quote.

Customer-caused delay — delay fee. Your price is set by scope and not by time (clause 3), and ordinary questions, a walk-around, a short conversation or a reasonable request are always free — we expect them and they are part of the job. This paragraph applies only where someone at the property *repeatedly* holds the crew up so that they cannot get on with the work: stopping the work to re-argue what was already agreed, demanding the crew stand by, redirecting them away from the quoted work, or refusing them access to an area the work requires. In that situation the time the crew is left unable to work is billed on your final invoice at **\$100 per worker, per hour** — the same rate as the water-wait fee above. Two protections apply, always: **the crew lead must first tell the person on site that the delay is now being charged**, and only the time *after* that warning can ever be billed; and the charge is reviewed and approved by our office before it reaches your invoice. If the hold-up becomes bad enough that the job cannot reasonably continue, clause 13 applies instead — **the delay fee and clause 13 are never charged for the same time.**

Parking & tickets. Where the customer directs, arranges, or confirms a parking spot for our vehicle — including a driveway, visitor stall, strata spot, or a street spot the customer tells us is permitted — **the customer is responsible for that spot being legal and available.** If our vehicle receives a parking or bylaw ticket while parked in that spot, **the exact face value of the ticket is passed through to the customer** as a separate line on the final invoice, with a photo of the ticket attached as proof. We do not add any markup or handling

fee. Tickets we receive through our own fault (parking somewhere the customer did not direct us to, or ignoring posted signage) are ours, not yours.

08 Pre-Existing Conditions

Shine City is not liable for damage to surfaces or materials already in poor or compromised

condition at the time of service — including but not limited to peeling or flaking paint, soft or rotted wood, loose or curling shingles, oxidized or chalking siding, cracked sealant, compromised window seals, or fragile decorative elements. Where surface condition is uncertain, our crew will perform a small test patch and confirm with you before proceeding. If you authorize us to proceed after we have raised a concern about surface condition, you accept the risk of damage to that surface.

09 Weather & Rescheduling

Pressure washing, roof cleaning, and other exterior services depend on safe working conditions. Shine City reserves the right to reschedule a job due to heavy rain, high winds, freezing temperatures, lightning, or other unsafe weather — there is no penalty to either party for a weather-driven reschedule, and we will work with you to find the next available date. The deposit remains applied to the rescheduled job. If you choose to cancel entirely rather than reschedule, the standard cancellation terms in clause 1 apply.

10 Property Damage Claims

If you believe our work caused damage to your property, please **notify us in writing (text or email) within 7 days** of job completion or photo approval. Claims reported after 7 days may not be covered, as it becomes difficult to distinguish work-related damage from subsequent events. We carry **\$5M in liability insurance** and will investigate all timely claims promptly and in good faith, subject to the limit in clause 18.

11 Window Cleaning — Exterior Only

Unless your quote specifies “interior + exterior,” window cleaning covers the **outside surface of the glass only**. Streaks, smudges, or grime visible from inside the home are almost always on the *interior* side and are not part of our service. To check before requesting a callback, lightly rub a finger on the inside of the glass — if it lifts dirt, it’s interior. Callbacks where the windows are confirmed dirty only on the interior side are subject to the \$100 callback fee.

12 Marketing Photos

Our crews routinely photograph completed work for quality control and marketing use (website, social media, before/after examples). Photos focus on the cleaned surfaces and do not include identifying interior views or occupants. If you would prefer your property not be used in our marketing, let us know in writing before the job and we will flag your job photos as internal-use only.

13 If We Have to Stop a Job Part-Way

Our crew is entitled to a safe and workable site. If, after the crew has arrived, conditions at or around the property make it unreasonable or unsafe to carry on — abusive, threatening or aggressive behaviour toward our crew by anyone at or near the property (the customer, a resident, a tenant, a neighbour, or any other person), repeated interference with the work, being refused access to areas the quoted work requires, or being told part-way through to stop and leave — **we may stop the job and leave the site.** We will always try to resolve the problem on site first, and the decision to stop is made by the crew lead together with our office.

Because our crew, vehicle and equipment were committed to your property for that day, **a job stopped part-way is not a free visit.** The visit is billed at the **greater** of these two amounts:

- **(a) Crew time — \$125 per worker, per hour**, including the time spent driving to and from your property and the time spent at your property; or
- **(b) The share of the job completed** — the portion of the whole job that was finished, measured against the price quoted for the work, less travel.

Whichever of those two amounts is larger applies — never the smaller, and the two are never added together. Added to it is **a job stoppage fee of \$200, or 15% of your quoted price, whichever is greater,** which covers equipment set-up and pack-down, and the day we reserved for your job and can no longer sell to anyone else. GST applies, any deposit already paid is applied against the amount owed, and the balance is payable under clause 4. We may at our discretion reduce the total to the price originally quoted for the whole job.

This clause is the one of the limited exceptions to clause 3, and it applies only where the job is stopped for the reasons set out above. It never applies because our crew worked faster or slower than estimated. If we stop a job for a reason of our own — our own scheduling, an equipment failure, or any crew decision unrelated to conditions at the property — this clause does not apply, and you are charged only for work actually completed.

14 Care Plan Membership

A Care Plan is a **free membership for one property**. Members pay a lower price on the visits that come after their first job. Clauses 14 to 17 apply only if you joined the Care Plan.

(a) Joining is free. There is no sign-up fee and no monthly charge. You join by choosing the Care Plan when you accept your quote, or by telling our office yes by phone or email. We then email you your Care Plan agreement. It lists your address, your visits, your services and your prices. If anything in it looks wrong, reply and we will fix it or cancel it.

(b) This job is at the regular price. The job on the quote you accepted is your first job. **Your first job is at the regular price shown on your quote.** Your plan starts when that job is done. If your first job is cancelled, your plan does not start.

(c) Later visits are at the member price. The visits listed in your plan are plan visits. They come after your first job. Plan visits are charged at the **member price shown on your quote and in your Care Plan agreement email.**

(d) Visits per year and season windows. You choose 1, 2 or 3 visits a year. Each visit has a season window. A season window is a set of weeks in spring, summer or fall. Your quote and your Care Plan agreement email show how many visits you get each year, your season windows, and which services come on each visit. Some services come on every visit. Some come once a year. Only the services listed in your plan are part of it.

(e) We choose the day. We choose the day inside the season window, and **we tell you at least 7 days ahead.** We book plan visits for weeks when we are less busy. That is part of why the member price is lower. We book a day outside the window, or with less than 7 days' notice, only when you agree to that day. If we cannot fit a visit into its window, we will tell you. You can then move it, skip it, or leave the plan.

(f) You can move or skip a visit, free. If the day does not suit you, tell us and we will move it. You can also skip a visit. To move or skip a visit, reply to our email, or call or text (604) 229-5354. **Moving or skipping a plan visit costs nothing.** The one exception is a date you have already confirmed. That is covered in clause 16(f).

(g) No end date. Your plan has no end date and does not renew automatically. It simply continues until you or we end it.

(h) If you skip two visits in a row. We may suggest a plan that matches how often you book, or we may end the plan under clause 16(e).

(i) The rest of these terms. A plan visit is a normal Shine City job. The other clauses on this page apply to it, except where clauses 14 to 17 say something different.

15 Care Plan Prices & Payment

- (a) Member prices are set per service.** Each service in your plan has its own member price. Your Care Plan agreement email shows the regular price and the member price for each service. Your quote and your agreement email show the regular price and the member price for each visit. The saving is worked out on the visit total. So a visit can come to a cent or two different from its services added up.
- (b) Fewer services on a visit? Your member prices stay the same.** Some plan visits have fewer services than your first job. **Your member price for each service still applies.** We do not raise it because the visit is smaller. For plan visits, this replaces the rule in clause 02 that says prices can go up when services are removed.
- (c) Extras are at the regular price.** If you add something on the day that is not in your plan, it is charged at our regular price. We tell you that price before we start the extra work.
- (d) GST.** GST is added on top of member prices. It is shown on its own line.
- (e) You pay after each visit.** There is nothing to pay until a visit is done. **You pay after each visit, by the invoice we email you.** You can pay by card, e-transfer or cheque. The late-payment rules in clause 04 apply to an invoice that is not paid.
- (f) No deposit and no card on file. Plan visits need no deposit and no card on file.** For plan visits, this replaces the deposit and card rules in clause 01. Your first job still follows clause 01.
- (g) Your prices are locked for 24 months.** Your member prices are **locked for 24 months from your first job.** If the 24 months end part-way through one of your season windows, the lock runs to the end of that window. If your agreement email shows a longer lock, the longer lock applies. We do not raise your member prices during the lock, and we do not add busy-season charges to them.
- (h) After the lock.** After the lock ends, we may change your member prices. They are the one part of your plan that we may change, and only this way. **We tell you in writing 30 to 60 days before the change**, and we show you the new prices. If you do not agree, you may leave the plan free. Until we send that notice, your prices stay as they are.
- (i) If you change your plan.** The size of the member saving depends on how many visits you get each year. If you ask to change your number of visits, your member prices can change. We email you your updated plan with the new prices. No visit is charged at the new prices before we send that email.
- (j) If the property or the work is very different.** Your plan prices are based on your property as it was quoted.

If your property or the work is very different from what was quoted, we will confirm your plan prices with you before the plan starts. If you do not agree, you do not have to join.

16 Changing or Ending Your Care Plan

(a) End it any time. You can end your plan at any time. Email bookings@shinecitypressurewashing.ca, reply to a text from us, or call (604) 229-5354, and say **“end my plan”**. There is **no fee to leave and nothing to pay back**. The savings on visits already done are yours to keep. Your plan ends on the day you tell us. You still pay the invoice for any visit we have already done.

(b) Changed your mind? You can cancel within **10 days** of joining for any reason, and at any time after that too.

(c) If a visit is already booked when the plan ends. We cancel that visit, unless you tell us you want to keep it. A visit you keep stays at your member price. There is no charge either way. If we do not hear from you, we do not come.

(d) Changing your plan. You can ask us to change how many visits you get each year, or to take a service out of your plan. We then email you your updated plan. To add a service, ask us for a quote that includes it, and choose the Care Plan on that quote. The service then joins the plan you already have. You do not get a second plan. The job on that quote is at the regular price, like your first job. We only add a service to your plan when you say yes to it.

(e) If we end your plan. We may end a plan by writing to you. You owe nothing for leaving, and the savings on visits already done stay yours. If a visit is already booked, (c) applies.

(f) Dates we chose, and dates you confirmed. We choose the day of each plan visit. **There is no late-change fee on a plan visit date we chose, until you confirm that date.** A date you asked for, or agreed to, counts as confirmed. Once you confirm a date, our normal 48-hour change policy in clause 01 applies to that visit. There is no deposit on a plan visit, so a late-change fee is added to an invoice.

(g) Trip fee. The trip fee in clause 07 applies to a plan visit only after you have confirmed the date and that we can get in.

(h) Messages. Our emails and texts about your plan are service messages. They tell you about your visits and your invoices. Reply STOP to stop texts. Plan notices and invoices still come by email. STOP does not end your plan. To end your plan, say “end my plan”.

17 Roof Care on a Care Plan

This clause applies when a roof soft wash is one of the services in your plan.

(a) A roof soft wash about every 2 years. A roof does not need a soft wash on every visit. We do it **about every 2 years, on a summer visit**, at the member price. It comes on the first summer visit that is 18 months or more after your last full roof soft wash. It never comes sooner than 18 months after that wash. If that summer visit is skipped, the roof soft wash moves to your next summer visit. If your plan has one visit a year, that visit is in summer.

(b) Visits in between. Between roof soft washes, we check the roof on your plan visits. If small patches of moss are coming back on areas we washed, we spot-treat them. **This is free for plan members.** We only spot-treat where we see moss coming back, so it may not be needed on every visit.

(c) The warranty. Our 2-year roof warranty starts again each time we do a full roof soft wash. A check or a spot-treatment does not restart it. The free checks and spot-treatments in (b) carry on while you are a member, even after the two years.

(d) If you leave. If you leave the plan after a roof soft wash, there is nothing to pay back.

18 The Limit of What We Cover

We stand behind our work. Where we damage your property through our own fault, we put it right or pay for it to be put right, and we carry **\$5M in liability insurance** behind that promise.

What we pay. We pay the reasonable cost of repairing the damaged item or surface, or of replacing it with one of **like age and condition — not brand new for old**. We may choose to carry out the repair ourselves, arrange it, or pay its cost. We must be given a fair chance to inspect the damage before any repair is carried out; **work arranged by you before we have seen it is not covered**.

What we do not cover. We are not responsible for **indirect or knock-on losses** — lost income or rent, loss of use of the property, accommodation or relocation costs, missed appointments, drop in property value, or inconvenience. We are also not responsible for damage that would not have happened but for a defect, weakness or condition in the property that could not reasonably be seen from the outside on the day (clause 08).

The cap. For any one job, and whether a claim is made under this agreement or otherwise, **our total liability is limited to the greater of the price you paid for that job, or the amount actually recovered under our liability insurance** for that claim.

What is never limited. Nothing in these terms limits our responsibility for death or personal injury caused by our negligence, for fraud, or for anything else that cannot be limited by law.

19 Holiday Lights — Lease, Price Lock & Season

When you book a Halloween or Christmas light installation using lights supplied and owned by Shine City, the rules in this clause apply only to that full-service installation. They do not apply to a service where you supply and own the lights; that service follows the labour, take-down, maintenance and storage terms on its own quote.

(a) Our lights, leased to you. Every light we put up — bulbs, strands, clips, cords and timers — comes from Shine City's own stock and is **leased to you for the season, never sold**. The lights remain Shine City's property at all times, come down at the end of the season, and go back into our storage, labelled, ready for your next season. We hold your labelled lights through **one skipped calendar season**. If you also skip the following season, we return those lights to general stock after that **second consecutive skipped season**. After that, the same lights cannot be reinstalled at your home; returning requires a new quote and newly cut lights. Please do not take down, move or alter the lights yourself — call us and we will come.

(b) Your price is locked for three seasons. The installation price on your accepted quote, before any discount, is **locked for your first season and the two seasons after it — three seasons in total** — for the same design and coverage, regardless of any change to our standard pricing in that time. A repeat of the same design in your second and third season is **10% off that locked price**, with **a further 5% off when your lights go up before November 1**. **Any other discount we agree to on a season's quote applies to that season only**. It does not lower the locked price, and it is not carried forward to, or added onto, the repeat or early-bird discounts in a later season. Extra lights, new sections, a changed design or a colour change are quoted separately at our then-current rates and do not change the locked price of the original design. After the third season, we review the original installation price each year. We may keep its base price or agree an increase with you before that season is booked. This review does not start a new three-season price lock. The three seasons are consecutive calendar years starting with the year of your first installation. **A skipped season still counts toward those three years**; it does not pause or extend the price lock. **The lock is a promise about price, not a commitment from you** — you can skip a season or not come back, and nothing is owed for a season you do not book.

(c) Season and timing. Installations start as early as **October 1**. Halloween-only lights come down in the first week of November. Christmas take-downs begin **January 1** and are included free up to **February 15**. If you ask us to leave your lights up later than February 15, that take-down is billed by the hour at our take-down rate.

(d) Maintenance — what we fix, and how fast. If anything goes out during the season, tell us by text, email or phone. **We get back to you within one business day, and we aim to have covered repairs finished within two business days** of your report. Heavy rain, wind, ice, darkness or a blocked roofline can delay a repair; when that happens we tell you and give you a new date. Covered at no charge: bulbs, strands, clips,

cords and timers that fail on their own, and anything caused by our own installation. Storm damage; damage caused by animals, you, your guests or contractors; theft or vandalism; and problems with the power supply, outlets or breakers at your property are not covered by free maintenance. For those visits, we charge by the hour for travel and time on site, per crew member. We tell you the **hourly rate before visiting and get your approval**. We also give you a price for any repair before doing that work, and nothing is charged without your OK. If the visit shows the fault was in our lights, clips, cords, timer or our own installation, the call-out and covered repair are free. Because the lights are our leased stock, strands that go missing or are destroyed while leased to you are replaced at our replacement cost for those strands, shown to you before it is invoiced. Coverage runs from the day your lights go up until the day we take them down — **including lights left up into February**.

(e) How the lights go up. We install using clips, straps, zip ties or staples, chosen to suit your roofline. **Small staple holes may remain on fascia boards**, and some roof shapes stop us from placing lights right at the very edge of a peak. These are a normal part of a light installation and are not damage under clause 10. If we planned magnetic clips and, on install day, magnets will not hold on your gutter cap, our crew will call you and offer clips or a few small staples instead; any price change is shown to you first and nothing changes without your OK. **If you decline that switch and we cannot put the lights up that day, a \$150 trip charge applies** to cover our crew's travel and ladder time.

(f) What we need from you. Please keep a clear, safe path to the rooflines and trees we are lighting for the whole season, and provide a **working outdoor outlet** for the lights and timer — the lights run on your power. A visit where we cannot reach the lights or there is no working power is treated as an access issue under clause 7.

(g) Cancelling or moving your install. Cancelling or moving your install date follows clause 1, and payment follows clause 4. For Christmas installations, take-down through February 15 and storage are included in your installation price — there is nothing more to pay for that normal visit. For Halloween-only installations, take-down and storage are included through November 7. If you ask us to leave Christmas lights up past February 15 or Halloween-only lights up past November 7, the later take-down is billed separately as described in (c).

(h) The terms on your quote are the ones that count. The holiday-light terms shown on your accepted quote apply for that season. **If we change these terms later, the change applies from your next season's quote**, never to a season you have already accepted.

(i) Declining a future season. Shine City may decline a future season that you have not yet booked only where the property or roof access is unsafe, the requested design cannot reasonably be installed safely, or the property is outside our service area for that season. **We will give you written notice stating the reason by**

September 1 before that season. This is not a right to cancel a season you have already booked or to avoid the three-season price lock because our costs have increased or the job is unprofitable. This clause applies only to a price-lock arrangement first agreed under terms containing this clause; it does not reduce any price or service promise made under an earlier quote. Your rights under applicable law are unchanged.

20 Doors Are Not Cleaned

Exterior doors are not part of any Shine City cleaning service. That means entry doors, patio and french doors, garage doors, and their frames, trim, thresholds, weatherstripping, seals and hardware. The cleaning solutions used on siding, soffits, gutters, roofs, decks, railings, fences and concrete are effective precisely because they are strong, and a door finish — paint, stain, varnish, vinyl wrap, fibreglass or powder coat — can mark, streak, dull or lift when they touch it. Rather than take that chance with the most looked-at part of your home, **our crews keep doors shut, rinse them with plain water where solution may have drifted onto them, and work around them.**

What this means for your result. Because doors are outside the scope of the work (clause 2), a door that is still dirty after our visit is not a missed area, is not covered by our walk-through touch-ups or callbacks (clauses 5 and 6), and is not a workmanship claim. **Existing wear on a door — faded, chalky, peeling, sun-damaged or previously water-marked finishes — is a pre-existing condition under clause 8,** and washing the surfaces around a door can make that existing wear easier to see. Nothing here changes our responsibility for damage we actually cause, which is handled under clauses 10 and 18.

Door glass — our crew decides on the day. Glass is treated differently from the door itself, but it is **never guaranteed**. Where a door's glass panel is listed and priced on your quote as part of window cleaning, our crew looks at that door before touching it. We clean glass with water-fed poles, which run a steady stream of water down the pane, so **if the door looks like water could get past it and reach the inside of your home** — worn or missing weatherstripping, a gap along the bottom or sides, a loose, swollen or damaged frame, or an old single-pane insert — we leave that glass alone rather than risk water indoors. **Door glass may or may not be cleaned, and that judgement belongs to the crew at your property.** If you would like a door itself cleaned, tell us before the job starts and we will price it as its own line; done that way it is hand-cleaned with a mild solution, and you accept the risk to the finish in the same way as clause 8.

21 Permanent Lighting — Parts Payment, Ordering & Warranty

This clause applies to a Permanent Lighting installation (year-round roofline lights). Where it differs from another clause, this clause applies to that installation.

(a) Parts payment instead of the \$100 deposit. Chromaglow Pro lights, track and control boxes are **special-ordered for your home**. Instead of the \$100 deposit in clause 1, the deposit at booking is the **parts payment shown on your quote (the parts price plus GST)**. We place the parts order only after it is paid. It is credited in full to your final invoice. The installation is paid when the job is done under clause 4.

(b) Once the parts are ordered. Except where the law gives you a right to cancel, **the parts payment is non-refundable once we have ordered the parts**, because they are made or cut to your home and cannot be returned. If you cancel before we order them, the parts payment is refunded. The ordered parts are yours, and nothing is leased.

(c) Install day. Parts usually take **about 3 weeks** to arrive, so install days open about 3 weeks after booking. Moving your install day at short notice follows clause 1, and a weather reschedule follows clause 9. A late-cancellation or rescheduling fee under clause 1 is never charged on top of a parts payment we keep under (b).

(d) Warranty and our install promise. Chromaglow Pro parts carry the maker's warranty against defects of **10 years on all parts and 100,000 hours on the lights**; it covers a replacement part, not labour. For **3 years after your install**, if any track, light or connection we put in comes loose or stops working because of how we installed it, we fix it at no charge, and the callback fee in clause 6 does not apply to that visit. Where you supply your own lights, that promise is **1 year** and covers re-fastening a light we fastened. Neither promise covers storm or impact damage, roof, gutter or siding work by others, pests, or changes made to the system by someone else.

(e) Screw holes. The track is fastened into your fascia or trim with small screws. If the lights are ever removed, those screw holes remain and are not damage under clause 10.

22 Sunday & Rush Bookings

A job booked on a **Sunday**, or one you ask us to fit in on short notice, may carry a **Sunday / Rush Surcharge**. When it applies, it is shown as its own line on your quote, so the price you accept already includes it. **Once you accept a quote, its price will not go up because of the day the job falls on or how we staff it.** If you later ask to move a booked job to a Sunday, or to an earlier short-notice date, we will send you an updated quote with the surcharge before we book it, and you can accept it or keep your original date at your quoted price.

Questions about these terms? Email bookings@shinecitypressurewashing.ca or call (604) 229-5354.

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