

TERMS & CONDITIONS

Roof Soft washing & Limited 5 year Warranty:

Shine Bright San Diego follows Soft-wash System's cleaning process for roofs, which does not involve the use of high pressure or wire brushes. Therefore, all visible moss may not be completely removed at the time of service. The percentage of soft brooming estimated is the amount of moss that will be removed prior to applying our cleaning solution, which will then kill 100% of the remaining moss and its root systems. Any remaining dead moss will take 3-6 months to shrink away from the shingles and weather off naturally with the wind and rain and other elements ("weathering period"). This deliberate process ensures a thorough cleaning without damaging your shingles.

If any dark molds, mildews or moss re-grow on the roof within 12 months of the original service, Shine Bright San Diego will retreat these areas at no charge. For years 2 through 5, pre-treatments will be honored at 50% of the original quoted price, before discounts. 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 roof's surface.

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 surface. This limited warranty is transferable to the new owner of the property.

Window Cleaning:

Standard window cleaning services include removing everyday dirt/debris from exterior glass surfaces in a normal environment (dirt, dust, bird feces, bugs, grime, etc.) Cleanup of excessive construction dirt/debris (paint, caulking, adhesive, stickers, etc) must be indicated on the quote in order to be included in the pricing. Standard cleaning cannot remove hard water stains (also known as mineral deposits, etching, etc.) but requires an extra charge. Moisture/fogging between panes is a result of a broken thermal seal and can only be addressed by replacement of panes.

Gutter Cleaning:

Gutter cleaning services include a removal of loose debris that may inhibit the normal flow of water in the gutter system. Clogged downspouts will be snaked, however, Shine Bright San Diego cannot address any clogs occurring below ground level.

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If any of your gutters are overflowing within 30 days of your interior gutter cleaning services, we will come back out and unclog them at no charge. Guarantee does not apply to partial gutter cleanings, gutters with overgrown trees or foliage within 15 feet of the gutter line, or clogs that occur due to improper gutter installation (inorganic obstructions, inadequate gutter slope, etc), underground clogs or damage to the gutter line impeding normal function.

Pre-Existing Conditions or Damages:

Shine Bright San Diego utilizes industry approved cleaning procedures, known for the efficacy and safety. From time to time, our cleaning services around the home may reveal existing damages that may have been previously hidden, and our technicians are often inspecting areas of the home that are not frequently inspected. If existing damages are discovered by our crews as we go about our work, we will make every attempt to notify you and make you aware of our findings and include concerns in an Inspection Report. Shine Bright San Diego will not be held liable for existing damages, which include, but not limited to: scratches to window panes, broken thermal seals, water stains, normal aging/wear and tear on surfaces, faulty or failing paint, finishes or stains etc.

Weather:

3 Day Rain Guarantee: If it rains up to 72 hours after the appointment, we offer a complimentary 30 min. touch up service. Request of service must be made within 72 hours of the original appointment.

Weather conditions are an important factor in our work environment. Shine Bright San Diego may need to reschedule work due to severe rain, wind or lightning, at the discretion of the company. All efforts will re-made to keep appointments that have been made.

Scheduling / Payment:

Shine Bright San Diego requires a \$50 credit card deposit to hold the day / time for the appointment. The \$50 is applied to the total work order amount and the remaining balance will be automatically debited upon completion of services with the card on file. Alternatively, the remaining balance may be paid by check. Shine Bright San Diego reserves the right to run the card in the amount agreed upon after completion of services at time of service in the event that the customer is not present.

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Payment via Check or Credit Card is expected at the job site upon completion of work. NO CASH PAYMENTS ACCEPTED. If you will not be home at the time of service, payment arrangements must be made in advance. Non - payment of your account will exclude you from warranty claims. Shine Bright San Diego reserves the right to place any unpaid account in collection.

Rescheduling / Cancellation Policy:

The \$50 deposit is good for 30 days in the event that you need to reschedule the appointment as long as the reschedule is made with no less than 48 hrs notice. If request to reschedule is made within 48 hours of service the \$50 deposit is non-refundable and an additional \$50 deposit will be required to book another service.

In the event of a cancellation the \$50 deposit is non-refundable. If the cancellation is within 24 hours, Shine Bright San Diego will charge an additional 15% of the total work order amount in addition to the \$50 deposit previously submitted.