

Upstate Exterior Wash Services

Terms & Conditions (November 6, 2025)

Thank you for choosing Upstate Exterior Wash Services. We take pride in providing safe, professional, and effective exterior cleaning services. To ensure clear communication and mutual understanding, please review the following terms and conditions that apply to all services performed.

1) Legally Binding Agreement:

By approving an estimate or scheduling a service with Upstate Exterior Wash Services, you are entering into a legally binding agreement for work to be completed at the agreed-upon price and scope of work. If changes to the project are needed, they will be discussed and agreed upon before proceeding. Should the agreement be cancelled or broken after approval, any deposits made to Upstate Exterior Wash Services may be retained to cover scheduling, administrative, and preparation costs.

2) Estimates and Adjustments:

All estimates provided by Upstate Exterior Wash Services are based on the information available at the time of quoting, including property condition, accessibility, and the described scope of work. Upon arrival, if the technician determines that the scope of work, surface condition, or size of the project differs from what was originally discussed or quoted, the estimate may be subject to change. Any changes to the scope of work or pricing will be clearly communicated to the customer prior to proceeding, and no additional work or charges will be performed without customer approval. By scheduling service, the customer acknowledges that final pricing may vary if unforeseen conditions or adjustments are necessary to complete the job safely and effectively.

3) Scheduling:

All service dates and appointment times provided by Upstate Exterior Wash Services are subject to change based on weather conditions, job duration, equipment availability, or other unforeseen circumstances. Exterior cleaning is weather-dependent, and safety or quality concerns may require rescheduling. In the event of a schedule change, Upstate Exterior Wash Services will provide the customer with advance notice as soon as reasonably possible and will work to reschedule the service at the next available date. By scheduling service, the customer acknowledges that appointments may shift as needed to ensure optimal results and safe working conditions.

4) Payments:

Payments to Upstate Exterior Wash Services are due in full upon completion of job or upon receiving invoice(s), unless otherwise agreed to in writing prior to service. Accepted forms of payment include cash, check, card, or Venmo. If special payment arrangements are needed, they must be discussed and approved before work begins. Any unpaid balances may be subject to late fees and collection costs if not resolved in a timely manner.

5) Water Usage:

By approving services with Upstate Exterior Wash Services, customers authorize Upstate Exterior Wash Services the right to use an on-site water supply as needed to complete the stated project without compensation. If an external water source must be provided by Upstate Exterior Wash Services, an additional fee will apply. It is the customer's responsibility to ensure the outdoor water spigot(s) are in working order and accessible on the day of service. Additional fees or rescheduling will be applied if water is not available.

6) Work Area Safety:

For the safety of both customers and Upstate Exterior Wash Services personnel, it is the customer's responsibility to keep all children, pets, and other individuals away from the work area while services are in progress. Work areas may remain wet and slippery for several hours after cleaning, typically 2–3 hours, until surfaces have dried. Customers are responsible for ensuring that no one enters the area during this time. Upstate Exterior Wash Services cannot be held responsible for injuries, accidents, or property damage, including water, soap, or cleaning agents tracked into the home or onto clothing, if individuals are present in the work area during cleaning or before surfaces have fully dried.

7) Watertight:

It is the customers' responsibility to ensure that their home or business is properly sealed and weather-tight prior to cleaning. This includes, but not limited to, doors, windows, electrical outlets, and light fixtures. Upstate Exterior Wash Services will take precautions to minimize water intrusion but is not responsible for damage caused by water infiltration through improperly installed, aged, or unsealed windows, doors, vents, or electrical components.

8) Removal & Replacement of Deck Contents:

Please ensure that grills, furniture, planters, decorations, and any other items are removed from decks, patios, porches, or other cleaning areas before our arrival. This ensures effective cleaning and lowers the risk of accidental damage. If Upstate Exterior Wash Services is required to move or reposition items to complete the work, an additional fee may apply. We are not responsible for any damage, breakage, or storage issues related to items left in the work area.

9) Electrical Hazards:

During exterior and surface cleaning, Upstate Exterior Wash Services takes precautions to protect all electrical outlets and items. Electrical outlets will be unplugged, closed, and, if necessary, covered with tape or caps to prevent water penetration. We will not spray directly onto any outlet or electrical device, although light overspray may occur during application and rinsing. Customers are strongly encouraged to remove fragile electronics, such as TVs or sensitive devices, before service to minimize risk. If items cannot be removed, we will cover and protect them to the best of our ability, but some risk remains. Upstate Exterior Wash Services is not responsible for damage resulting from improperly installed outlets, exposed electrical items, or pre-existing electrical issues.

10) Damages:

Upstate Exterior Wash Services will take every precaution to protect your home, business, and property. However, we are not responsible for damages resulting from pre-existing issues, improper installation, or material failure. This includes but is not limited to: loose or improperly installed siding, shingles, gutters, or leaders. Broken, open, or improperly sealed windows and doors. Defective construction, wood rot, failing caulking/seals, and mortar. Open or exposed wires, improperly installed electrical boxes, outlets, lights and other electrical equipment. Upstate Exterior Wash Services will not be held responsible for any such pre-existing or underlying conditions.

11) Lawn and Plant Protection:

Upstate Exterior Wash takes great pride and care to protect your vegetation, lawn, and landscaping during the cleaning process. Prior to cleaning, all nearby vegetation will be thoroughly pre-wet with water to minimize exposure to cleaning agents. Following the service, we will also rinse (post-wet) the area to further dilute any residual cleaning solution. When necessary, a neutralizing agent may be applied to help prevent potential plant or lawn damage. Despite these precautions, some temporary browning or discoloration of grass, plants, or other vegetation may occur as a natural reaction to cleaning agents or environmental factors. In most cases, affected vegetation will recover and return to normal appearance over time with regular watering and care. If you notice any areas that do not improve after a reasonable recovery period (typically 10–14 days), please notify us so we can evaluate and provide guidance. While every precaution is taken, Upstate Exterior Wash Services cannot be held responsible for damage to plants, lawns, or landscaping caused by cleaning solutions or pre-existing plant health conditions.

12) Soft Washing and Surface Cleaning Limitations:

Our standard soft wash and surface cleaning services are designed to safely and effectively remove organic growth, including mildew, algae, moss, and other natural contaminants. These methods and cleaning agents are not intended to remove non-organic stains such as mud, red clay, rust, paint, oil, grease, tar, tire marks, or other embedded contaminants. Removal of these substances requires the use of specialty chemicals and additional cleaning procedures, which are not included in standard service pricing. If such stains are present, Upstate Exterior Wash Services can provide a separate quote upon request to address these areas using appropriate products and methods. By agreeing with the service, the customer acknowledges that standard soft washing and surface cleaning results are limited to the removal of organic material only unless agreed upon in writing by both parties.

13) Siding Oxidation:

Some siding materials, including aluminum, vinyl, and fiber-cement (Hardie board), are susceptible to paint oxidation caused by prolonged exposure to sunlight (UV radiation). Oxidation results in fading or chalking of the paint surface, which is a form of paint failure. A standard house wash is designed to remove organic growth, dirt, and mildew, but it does not remove oxidation. In some cases, cleaning can make existing oxidation more noticeable, as grime or organic buildup may have previously masked the fading. Removal of oxidation requires a separate process involving scrubbing with specialized chemicals and equipment. This is not included in standard cleaning services and must be quoted separately. Upstate Exterior Wash Services is not responsible for pre-existing oxidation or paint failure, nor for changes in appearance that may occur because of cleaning.

14) Gutter Cleaning:

Gutter cleaning and scrubbing services are handled on a case-by-case basis, as every home and gutter system varies in age, material, and condition. Our soft wash process will effectively remove organic growth such as algae, mildew, and surface dirt. However, this process will not remove tiger striping, oxidation, mineral deposits, or paint failure. When additional cleaning is needed, we use a non-caustic, paint-safe gutter cleaner to address oxidation, striping, and other staining. While this cleaner is effective in most cases, some staining or discoloration may be permanent due to paint degradation, UV exposure, or metal oxidation. If stains cannot be removed after cleaning, this indicates that the paint surface has failed and the dark streaks are the result of the bare metal showing through.

behind the paint layer. In such cases, repainting the gutters will be required to restore appearance. Upstate Exterior Wash Services is not responsible for paint failure, oxidation damage, or discoloration caused by age or prior wear.

15) Roof Washing:

Our roof washing process is performed using a soft wash method designed to safely remove organic growth such as algae, lichen, and moss without damaging roofing materials. The cleaning solution is applied and left to dwell, allowing it to continue working overtime. Full cleaning results may take several days to weeks to become fully visible. Typically, you will see noticeable improvement after the first rainfall as it helps rinse away loosened growth. Satisfaction guaranteed. Because roof cleaning requires a stronger cleaning mixture, there is an increased risk of plant or lawn damage from runoff. Upstate Exterior Wash Services takes extensive precautions to reduce this risk, including pre- and post-wetting all vegetation, using neutralizers, covering or tarping sensitive areas, and bagging downspouts or gutters, when possible, to collect runoff. Despite these precautions, temporary browning or discoloration of grass and plants may occur. In most cases, this is short-term and affected areas will recover naturally over time with normal watering and care. Refer to #11.

16) Stained Wood, Decks, Columns, Ceilings, and Soffits:

Many homes include stained or sealed wood features such as decks, ceilings, soffits, and columns. While Upstate Exterior Wash Services uses professional-grade cleaning solutions and proper rinsing techniques, certain conditions may affect how these surfaces react to cleaning. Our cleaning solutions are designed for exterior use, but if a wood surface's stain or sealer has failed, is weathered, or was not properly maintained or sealed for exterior conditions, the cleaning process may cause lightening, fading, or uneven coloration. To reduce risk, we will pre-rinse and post-rinse all stained wood surfaces thoroughly to ensure no cleaning solution remains in contact for extended periods. Additionally, wood ceilings and soffits may develop water spots during the rinse process. We will take extra care to wipe down and squeegee these surfaces after cleaning to minimize spotting; however, some spotting may still occur depending on wood type, age, and finish condition.

17) Concrete Surfaces:

The appearance of concrete surfaces varies based on multiple factors, including age, curing process, composition, material quality, and environmental conditions. When cleaning concrete to remove dirt, algae, mildew, or other surface pollutants and stains, previously hidden imperfections such as discoloration, minor cracking, or surface texture variations may become more noticeable. Customers acknowledge that not all concrete surfaces will look the same, even within the same driveway, sidewalk, or slab. Upstate Exterior Wash Services uses an appropriately determined PSI and/or soft wash techniques for both new and existing concrete to minimize the risk of damage; however, due to the variability of concrete, no two surfaces can be expected to respond identically. Upstate Exterior Wash Services is not responsible for pre-existing imperfections or natural variations in concrete appearance.

18) Non-Organic Stains:

Some stains cannot be removed through standard power washing or soft washing methods. Examples include, but not limited to tree sap, artillery fungus, paint splatter, concrete splatter, rust, oil, clay, and mineral stains. Upstate Exterior Wash Services will make every effort to identify these areas and communicate them with the customer during the quoting process. Specialty treatments may be available for certain stains and will be quoted separately. However, some stains may be permanent and cannot be removed at all without further damage.

19) Window Spotting:

Although Upstate Exterior Wash Services use spot-free soaps and professional techniques to minimize window spotting, some mineral deposits or spots may occur as a result of overspray or drying conditions. Window cleaning is not included in standard soft wash unless specifically quoted.

20) Yard Sign Placement

As part of our marketing and community awareness efforts, Upstate Exterior Wash Services may place a small promotional yard sign on the property upon completion of service. The sign will remain in place for approximately 7–14 business days and will then be retrieved by our team. If you prefer not to have a yard sign placed, please notify us before or at the time of service. After the 14-day period, if our team has not retrieved the sign, you may discard it at your convenience. By agreeing to service, you grant Upstate Exterior Wash Services permission to temporarily display a yard sign as outlined above.