

McMethods LLC – Terms & Conditions (effective date: April 21, 2025)

- 1. Services Provided:** We provide residential and/or commercial window cleaning and other cleaning services, as outlined in our estimates. Any additional services not listed must be approved in writing and may incur additional charges. Estimated or standard service prices do not include restoration services such as hard water spot or paint removal.
- 2. Estimate Validity:** Our estimates are valid for 30 days from the date issued. After that, we reserve the right to reassess and provide a revised estimate based on current rates and conditions.
- 3. Recurring Service:** If a recurring service is scheduled based on an estimate, we reserve the right to reassess and provide a revised estimate if conditions change. You will have the opportunity to review the new estimate before accepting the next service. If reassessment is not needed, the service will continue at the same price.
- 4. Access & Preparation:** Clear access to windows and other locations we have agreed to clean must be provided at the scheduled time. For interior cleaning, an adult (18+) must be present unless prior arrangements are made. If we are unable to perform services due to locked areas, unrestrained pets, obstructions, or the absence of an adult for interior access, the visit may be subject to a fee equivalent to a late cancellation.
- 5. Cancellations & Rescheduling:** Please provide at least 24 hours' notice for cancellations or schedule changes. Cancellations with less than 24 hours' notice, or access issues, may be subject to a fee of \$35.
- 6. Weather Delays:** For safety and service quality, we may reschedule services in the event of poor weather (e.g., high winds, heavy rain, freezing temperature). We will contact you as early as possible to reschedule.
- 7. Force Majeure:** We are not liable for any failure or delay in performance due to circumstances beyond our reasonable control, including but not limited to natural disasters, power outages, strikes, or governmental actions.
- 8. Payment Terms:** You will receive an invoice by email within 5 days of the service. Payment is due within 15 days of the invoice date unless agreed otherwise in writing. We accept payment by credit card or bank transfer. Invoices unpaid after 30 days may incur a late fee of 1% per month on the outstanding balance. Failure to make timely payments may result in suspension of future services.
- 9. Discounts:** Our "first service discount" is valid on your first completed service only. Our "referral discount" is a one-time bonus applied after your referred customer completes their first service. However, there is no limit to the number of customers you may refer. Our "monthly service discount" is valid only when you have pre-scheduled a regular and recurring monthly service. If services are scheduled as individual "one off" services, they do not qualify for the discount even if done monthly.
- 10. Subscriptions:** We may offer flat rate subscriptions, subject to additional terms. These subscriptions are not eligible for further discounts. We reserve the right to cancel subscriptions. Prices may increase after 12 months and annually thereafter, or due to major economic changes, with 30 days' notice and an option to cancel without penalty.
- 11. Liability & Insurance:** We are a licensed and insured business. While we work with care, we are not responsible for pre-existing conditions, defective window seals, screens, or other structural issues. Please report any concerns within 24 hours of service so we can address them promptly. In all cases, our total liability for any damages arising from services provided is limited to the total amount paid for the specific service in question, and we are not liable for incidental, indirect, or consequential damages. Please be aware that restoration services, including but not limited to hard water or paint removal, may carry a risk of damage. By agreeing to proceed with these services, you acknowledge and accept that we are not liable for any potential damage that may occur.
- 12. Safety Limitations:** We do not perform work requiring roof access, high ladders, or elevated equipment. We reserve the right to decline service where safety is at risk.
- 13. Satisfaction Guarantee:** If you are not satisfied with the quality of our work, please notify us within 24 hours. Fees for completed services are generally non-refundable. However, we'll do our best to make it right by re-cleaning for free. To qualify for a free re-clean, you must contact us within the 24-hour period. If we determine that the issue you are reporting is not related to our work (examples: if the interior of a window is dirty and we only cleaned the exterior side, or if the issue is inside the window panes), a call out charge of \$35 will be applied.
- 14. Governing Law:** These terms are governed by the laws of the State of Oregon.
- 15. Text Messaging/SMS Disclosure:** By providing your phone number, you agree to receive text messages from us regarding your estimate, order, service scheduling, completion notifications, and other business communications. Message frequency may vary. Message and data rates may apply. You can opt out at any time by replying "stop" or "unsubscribe" to any message. For more details, please refer to our privacy policy at www.mcmethods.com/privacy-policy/