



Service Terms and Conditions

Hire, approval of estimate or acceptance of services indicates that Client agrees to the following TERMS and CONDITIONS:

1. SERVICES:

Client affirms that they have authority to make decisions, schedule and purchase services for the location listed in estimate.

Services will be completed as outlined and described in estimate.

2. COMPLETION SCHEDULE:

Due to the nature of the work and the effects the weather and other factors may have on work and scheduling of work, client understands and agrees that the completion schedule will be flexible unless otherwise stated or agreed upon. With a flexible schedule, services will be completed within the assigned week or month or at the next best available date. Residential clients will have a set date for services.

No guarantee can be made that these dates will not be changed.
NuVista shall not be liable for any delay due to circumstance beyond its control.

Should weather conditions be such that it is deemed unsafe to perform Services, NuVista reserves the right not to do so without notice. Some of the conditions deemed to be unsafe are: Rain, Snow, Ice, High Winds, Acts of God.

COMPLETION SCHEDULE (Continued):

Should NuVista be unable to adhere to the attached schedule for any reason, NuVista will endeavor to inform the client either by phone, in person or in writing.

Should the client be unable to adhere to the attached schedule for any reason they should notify NuVista with at least a 24-hour notice. If recurring services are to be terminated by client, client must notify NuVista in writing with minimum thirty (30) days.

3. PAYMENT:

If a discount was applied to your estimate, Client agrees to meet discount and estimate terms or requirements. If a discount is received due to recurring services, client must have service rendered at least 3 additional times in order to keep discount. If service is discounted before 3 additional services are provided, Client forfeits discounted price and must reimburse full-service cost for the number of service visits rendered.

The payments shall be made in the following manner: **Upon Completion of Services or Upon Receipt of Invoice** and according to terms or due date stated on invoice. Payments can be made via **Cash, Check, Credit or Debit Card or Bank Transfer**

Late payments are subject to, at NuVista's discretion, a 7% late fee and an equal recurring fee for every 30 days past invoice due date that the invoice remains unpaid. NuVista may provide a 7-day grace period to avoid the fee following due date.

4. OTHER EXPENSES:

Client shall reimburse NuVista for the following expenses: **SEE ESTIMATE NOTES (if applicable)**

Prices are subject to change. NuVista will notify Client prior to a change.

5. GENERAL PROVISIONS:

(a) NuVista reserves the right to capture images or video on location and of work performed. Images or video may be uploaded to the internet by means of social media, service provider sites (eg. Angie's List) and NuVista's website. NuVista may also use information provided by client (including, but not limited to: phone number, email address, physical address) to contact client or for marketing purposes.

(b) Any additional services or special requests must be made before NuVista begins the work for which it was contracted. NuVista reserves the right to deny performing additional services or special requests if they are not presented before work begins. The terms of this Agreement (if applicable) will also apply to any additional service dates or visits for clients with recurring services.

(c) Client understands and agrees that although window cleaning and/or pressure washing and soft washing will improve the appearance of windows/glass, surface stains, etc., in some cases windows/glass, surface condition or appearance may not be improved or improved 100%, by simple washing and may need additional treatments or treatments generally not performed by NuVista.

(d) Once services are rendered, payment will be due for the services rendered. Payment affirms that client has approved of work. In the event Client fails to pay at any moment due hereunder, NuVista may cease work without breach pending payment or resolution of dispute. NuVista may also claim payments due by any appropriate legal means. **Client has 3 days after completion of services to report any issues or concerns to be addressed at NuVista's discretion. Addressing of any Client concerns is not an indication or admission of fault by NuVista.**

(continued on next page)

(continued)

(e) When performing services, NuVista will provide the necessary equipment, however, under some circumstances, in particular the use of a water-fed pole system, Client agrees to allow access to water through a hose connection if available.

(f) Any items, persons, or circumstances obstructing access to windows must be removed by client prior to cleaning. Items may be moved at NuVista's discretion. Windows with obstructions may not be cleaned. This will not change the service date nor the agreed upon charge for services.

(g) Any changes or additions to this document must be approved in writing or signed by both NuVista and Client.

This Agreement shall be governed by the laws of the State of Tennessee and any applicable Local and Federal Laws.