

Black Tie Pressure Washing LLC - Terms of Service

Last Updated: August 8, 2024

1. Introduction

Welcome to Black Tie Pressure Washing LLC ("we," "our," "us"). By accessing or using our services, you agree to be bound by these Terms of Service ("Terms"). If you do not agree to these Terms, please do not use our services.

2. Services Provided

Black Tie Pressure Washing LLC offers professional pressure washing services for concrete surfaces. Our services include, but are not limited to, driveway cleaning, sidewalk cleaning, and parking lot cleaning.

3. Scheduling and Appointments

Booking: Services can be scheduled by contacting us via phone, email, or through our website. Upon booking, the customer must submit a valid credit card.

Cancellation and Rescheduling: Cancellations or rescheduling requests must be made before 5 PM the day before the scheduled service. Cancellations made after 5 PM the day before the scheduled service will result in a fee of 10% of the pre-tax total.

Arrival Time: While we strive to be punctual, arrival times are approximate and can be affected by traffic or other unforeseen circumstances. We will notify you if we expect to be significantly delayed.

4. Service Conditions

Access: Customers must ensure that we have clear access to the areas to be serviced. This includes removing vehicles, furniture, or other obstacles.

Water Supply: The customer must provide access to an adequate water supply for the duration of the service.

Electrical Supply: If required, the customer must provide access to an electrical supply.

Safety: For the safety of our team and your property, we request that pets and children are kept away from the work area during the service.

5. Pricing and Payment

Estimates: We provide free estimates for all services. Estimates are based on the information provided by the customer and may be subject to change upon a physical inspection of the property.

Payment Terms: Payment is due upon completion of the service. All payments must be made via credit card submitted during booking. The card will be automatically charged after the service is completed. The customer does not need to be present at the time of service.

Credit Card Verification: The credit card provided will be verified the day before the service. If there is a problem with the card, we will attempt to contact the customer to resolve the issue. If we cannot make contact, the appointment will be canceled.

Late Payments: Late payments may be subject to a late fee.

6. Discounts and Subscriptions

Subscription Services: We offer discounts for customers who subscribe to our quarterly or biannual services. These subscriptions provide regular pressure washing services at a discounted rate.

Cancellation of Subscriptions: If a customer cancels their subscription after the first service, they will be charged for the difference in the discount they received. For example, if a customer receives a 10% discount for a quarterly subscription and cancels after the first service, they will be charged the 10% discount amount that was applied to that service. If a customer cancels after the second service, they will not be charged for the discount.

7. Satisfaction Guarantee

We strive to provide high-quality services. If you are not satisfied with the service provided, please contact us within 24 hours, and we will address your concerns promptly.

8. Liability

Damage: Black Tie Pressure Washing LLC is not responsible for pre-existing damage to property or items. We will take necessary precautions to avoid damage; however, some surfaces and materials may be prone to damage due to age or condition.

Injury: Black Tie Pressure Washing LLC is not liable for any injuries sustained by the customer or third parties during the service.

9. Changes to Terms

We reserve the right to modify these Terms at any time. Changes will be effective immediately upon posting on our website. Continued use of our services constitutes acceptance of the modified Terms.

10. Contact Information

For any questions or concerns regarding these Terms, please contact us at:

Black Tie Pressure Washing LLC

Phone: (713) 510-3344

Email: support@blacktiepressurewashing.com

Website: <https://blacktiepressurewashing.com>

By using our services, you acknowledge that you have read, understood, and agree to these Terms of Service.