

# Lee's Brite-Way High Risers (Window Cleaning Service)

## CUSTOMER RESPONSIBILITY & INFORMATION

**CONTRACTS**--We do not do contracts. If you get put on a regular window cleaning schedule for year after year, you may cancel at any time. We would only ask that you let us know as soon as possible when you do want to cancel so that we can fill the hours with other jobs. We can also cancel your account at anytime with notice to you. Window cleaning reminders are also found on your receipt each time window cleaning is done.

**TIMED INVOICES**--When we ask you to set up an appointment for inside window cleaning and you fail to do so in the time we have asked you to do so, we will cancel your account unless you contact us within the time we have asked you for that contact.

**CANCELLATIONS**--You are responsible to contact us when you want to change your window cleaning schedule in some way. You are responsible to contact us and let us know when you want to cancel your window cleaning, either for one time or for good. If you sell your property or are having some other work done which interferes with cleaning your windows and you don't call us and tell us and we come and clean your windows, you will be charged for window cleaning.

**EXTRA CHARGES**--Most window cleaning estimates are done from outside the house or building and from the ground level. It does not happen too often, but sometimes there may be extra charges due to things not known when your estimate was done. Also, if you have painting, or any kind of construction done that leaves paint or residue of some sort on your windows and extra scraping must be done, there will more than likely be extra charges for the extra work. Any time you add or subtract windows which were not included in your estimate your invoice will be adjusted accordingly.

**EXTRA WINDOW CLEANING**--If you want extra window cleaning done, besides what you already have scheduled on a regular basis, please contact us and let us know what you want done and a time frame when you want it done. Do not wait until we come to clean your windows and tell us at that time. Our window cleaning schedule is quite full, so we do need to know ahead of time that you want extra window cleaning done, so that we can do the paper work and scheduling on it. We really thank you and appreciate your cooperation in this area.

**WINTER WINDOW CLEANING**--Most window cleaning we do is done during the warmer months of the year, from March until November. Sometimes winters come early and stay late. Sometimes depending on how the winter falls, it can either set us ahead of schedule or behind schedule and sometimes we have to cancel jobs we can't get to, due to snow. Although that does happen, seldom have we had to cancel jobs due to snow, but you need to be aware that it can happen. In the winter, some window cleaning can be done as follows: #1--ground floor, outside, #2--some houses, inside or outside, #3--Almost any inside window cleaning except combination glass. We do not do high rise in the winter and places with combination glass that has to be taken apart cannot be done in the winter because moisture gets between the glass.

**PAYMENT**--All accounts should be kept current. We expect payment within 30 days of work completion. If we have to send you a past due notice, by past due we mean that the words "PAST DUE" are clearly marked on your statement, then be aware that cancellation of your account is probably not far behind. If you are unable to pay within 30 days please call us to make payment arrangements with us. It is our policy to work with you to receive payment for window cleaning, however, if you ignore us and do not pay your invoice or invoices, we will post your name, address and phone number as well as the unpaid invoice on our web site as a person who has not paid their invoice and/or we will take you to court in an attempt to collect our money.