

Clear Windows, LLC

General Service Terms



Intro |

We clean glass, we're not lawyers, so this document is one page in plain English. It's written from us, Clear Windows, LLC, to you, our customer and lays out our general terms of service and certain commitments we make to you. It doesn't cover everything, but we're confident that if something does come up that we didn't previously discuss, we can reach an agreement with you. The following are what we thought it was most important to spell out clearly. Acceptance of our estimate is considered acceptance of all these terms too, and will create a binding service agreement between Clear Windows, LLC and you.

Access and Other Customer Responsibilities |

You agree to permit us free access to your property to the extent needed for us to perform the services described in the estimate. That may include only to the outside, or to the inside of your property too, depending on what you've asked us to do, and will apply only during the times we all agree to schedule the work. You also agree to let us use your outside water supply via a garden hose connection if we need it (we'll supply the hose). If we walk through your property together and agree that you will be responsible for anything else, we will identify it on our estimate.

Our Estimate |

Our estimates include a price, a description of the services we'll provide if you agree to the price, and clear details about you and the address where you're requesting the services. The estimate supersedes any prior correspondence between us. After you accept the estimate, we can still change the scope if needed, and those changes will be reflected on the final invoice, but agreement of those changes must be clearly recorded in writing.

Payment |

Payment is due immediately when we're finished, or by the date specified on the invoice that we'll send you once the work is done. If you're available, we'll walk through the property with you to ensure everything is to your satisfaction before submitting the invoice. Even if you're not available for the walk through, you agree to remit payment when due. Payment is due immediately in full for any work completed if the agreement is terminated.

Scheduling | Cancellation | Termination |

We will communicate clearly with you right from the beginning about our availability. We commit to showing up when scheduled, and if you need to be there to give us access, you agree to the same. If something happens and we have to cancel, of course you owe us nothing. If you cancel without letting us know in advance, we can't guarantee when we'll be available again. If really bad weather means we need to take a raincheck, we'll work with you to reschedule. Either of us can terminate this agreement in writing at any time.

Non-Disclosure | Confidentiality |

Unless we are required to do so by law, we will never later reveal to anyone, any information that we learn about you and your property during the course of providing our services. We may take pictures for pricing purposes or to show you before / after shots, but if you prefer, those will be deleted after we're done. We will always ask for your written permission before including any pictures of our work at your property in our marketing, website and social media.

Razor | Scratch Waiver |

Razor blades, abrasive wool and scrapers are standard tools that, properly used, are effective in safely removing debris like paint overspray and sticky residue or similar from windows, without scratching the glass surface. Depending on what you've asked us to do for you, we may use them on your windows. However, because glass quality can vary greatly, and some panes even come scratched from the factory, we cannot absolutely guarantee a scratch free finish. Acceptance of our estimate means that you release us from any liability at all arising from scratched glass, and agree to indemnify us against claims about scratched glass.

Discounts and Incentives |

Discounts and incentives generally cannot be combined, are solely at Clear Windows, LLC's discretion, and are assessed on a case by case basis.