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**Policies and Expectations**

**What is NOT included in this quote (unless specifically requested)**
- We will include larger 'walk-out' lower level windows, but small basement windows are not included.
- Interior glass doors or partition glass in-wall
- Overhead Garage Door window glass
- Detached Garage Windows
- Skylights
- Mirrors
If you would like us to clean any of these items, there will be an additional charge unless it has been noted on in the quote.

**Quote Expiration**
All quotes are valid for one year. If service is not scheduled within a year of the date of the quote, a new quote may need to be provided upon service request.  The prices for your quote are for the current year and are subject to change going forward.

**Rain Guarantee**
If you notice any dirty water spots (or bird droppings) during your guarantee period, we will return to clean the affected windows free of charge. Please notify us within your guarantee period to be valid.

**Trip Charge**
A $75 trip charge will be incurred for all jobs requiring 20+ miles of travel.

**Call-backs and Touch-ups**
We are in the business of perfection, and we try very hard to make sure that everything looks great and that we didn't miss anything during the cleaning. Before we expect payment, we will walk you around to look at our work and make sure it is to your satisfaction. We will then have you sign-off that we did a great job. This is your chance to have us touch-up or redo anything that isn't to your liking. After we leave, if you then have any additional concerns that requires us to return, our minimum charge will be incurred, depending on the nature of the call-back. Customers who are not home during service must relay any additional concerns to us within their guarantee period to be considered for a call-back/touch-up. Any instances reported after the guarantee period will result in our minimum charge for a return visit.

**Damage Claims and Repair Policy**
After a professional window cleaning, customers may notice things they had previously been unable to see before in direct sunlight. Blemishes such as scratches are typically invisible prior to a window clean, hidden under a layer of dust, water stains, etc. It is rarely the fault of the window cleaner and rather due to the manufacturing/shipping process and/or other non-glass trades working near the glass. While Crystal Vista does not accept responsibility for any scratches or blemishes not caused by our technicians, we encourage customers to email photos of affected areas to our office if they see a problem within their guarantee period. Any reported damage will be assessed and discussed on an individual basis.

If Crystal Vista assumes responsibility for any damages (such as a torn or bent screen) we reserve the right to remedy any issues that may arise prior to the customer seeking out any third-party services.

Negotiations to fix any damaged property are considered separate from the original service. We expect the original invoice to be honored following repairs.

**Weather Policy**
It is our policy to complete a scheduled job if it is raining. If there is light rain we will continue as scheduled because rain does not affect the cleaning. In the event of an all-day rain or expected heavy rains, we will reach out o you to reschedule on the day of the appointment.

**What You Need to Do**
Be at home at the time of appointment, unless otherwise talked about. No need to remove drapes or blinds, we can work around 99% of them. We can move your average couch to access a window and replace before we finish, but we would recommend having exceptionally large furniture moved away ahead of times (sectionals, pianos). Please clear windowsills of any tchotchkes and trinkets.

**What You Can Always Expect From Us**
Absolute professionalism and kindness. We always wear shoe covers inside your home and use drop clothes in our work areas. We work in a systematic way to be efficient and quick.

**How to Pay**
We require a 50% down payment for any jobs exceeding $599.00.  This amount is collected at the time of scheduling.  Payment in full is expected at the time the work is completed. We accept cash, check, or credit card. Satisfaction is guaranteed, so we will not accept payment until you are happy with our services.