

## The All American Guarantee!

All American Roof Cleaning, LLC will guarantee to clean your roof at the time of service in a professional and timely manner. We will also use all of the available preventative measures to protect all of your plants and shrubbery; i.e We will redirect the downspouts to protect the root system of any plants where gutters are located. We will rinse all of the surrounding foliage during cleaning to protect from spotting. Also, we take extra precautions and tarp any plants or shrubbery that are located in an area without gutters.

At All American Roof Cleaning, LLC we do our absolute best to insure there will be no damage to any of your landscape. In order to achieve the Low Pressure Solution we use a chemical rinse that insures that we will not break tiles with an intense pressure being applied incorrectly on your roof. This chemical can be harmful to plants if left to sit on their leaves or if they absorb too much chemical and not enough water through their roots. Plants that have accidental exposure to the bleach suffer a kind of shock in which the plant may BROWN or even LOSE

All LEAVES. However, most of the plants SURVIVE that shock if properly watered during the exposure of bleach and will be able to obtain NEW GROWTH after a short period of time.

With that being said, we understand that if there should ever be any damage beyond regrowth by our company All American Roof Cleaning, LLC, we will replace it with either the same plant or, if unavailable, one of equal value of your choice. Below are reasons that our company would be liable to replace a plant.

- a) Our bleach chemical caused the plant to become unable to obtain new growth / re-growth indefinitely.
- b) Any negligence by us (All American Roof Cleaning, LLC) that made the plant unable to obtain new growth indefinitely.
- c) Plants have not shown signs of improving within in **30 DAYS** of first signs of damage.

All American Roof Cleaning, LLC will promise to provide professional and timely replacement of any damaged foliage in the event that it occurs. **First** we start by coming to your property to assess any and all damages. If there are plants that have been burnt or look damaged we ask to give that plant or shrub a **30 day** time frame to see if there is any new growth before trying to replace it. The reason why we ask for a **30 day** time frame **from the time damage is first noticed**, is because if the plant or shrubs root is not dead, it will start to have new growth within the allotted time, which is almost always the case (excluding grass). After **30 days** if the plant or shrub does not show the potential for new growth, All American Roof Cleaning, LLC is then to find the best possible replacement, taking no longer than 3 weeks incase shipping is necessary for the replacement.

Another part of our All American Guarantee! is that All American Roof Cleaning, LLC will not damage any part of your roof during your service (i.e. gutters; tiles; shingles, etc.) Before the start of the service we (All American Roof Cleaning, LLC) will take **“before” photos** of any area we will be covering. If we see any damage before starting the job we will first let you know before continuing the job by allowing you to see the pictures. (We also provide **“after” photos** so you can compare the difference of what your roof now looks like to what it was!) In the rare event any tiles were broken during the service All American Roof Cleaning, LLC would repair any damage that it may have caused in a timely manner.

By acknowledging this guarantee, you as the customer are confirming that you currently do not have any leaks to the best of your knowledge and if you do, you will seek repair before having your roof cleaned. You are also promising to help us protect YOU by having you close all windows in the house and keep any children or pets inside. We also ask that you stay inside during the service as well for safety and liabilities purposes involving live chemical application.

You are also promising as a customer of All American Roof Cleaning, LLC that you will pay the total amount due upon completion of service. You will receive an estimate at the beginning of the service and you, the customer, will receive your invoice during or at the end of service. The estimate and the invoice will usually be the same amount unless you, the customer, decide you would like extra work done around your property.

With the acknowledgement of the information stated above by both parties, we, All American Roof Cleaning, LLC look forward to providing you with the best service possible! Thank you for choosing All American Roof Cleaning, LLC for your exterior home cleaning needs!

