

## Ducts Air Duct Cleaning, Inc. Service Agreement

### Scope of Work:

Ducts Air Duct Cleaning, Inc. agrees to provide HVAC air duct cleaning services to the client according to the following specifications:

1. Cleaning Services: Ducts Air Duct Cleaning, Inc. will clean all cleanable branch ducts, the main trunk line, and all returns within the client's HVAC system.
2. Sealing of Minor Tears, Holes, and Gaps: To ensure optimal system functionality, Ducts Air Duct Cleaning, Inc. will seal any reachable and visible minor tears, holes, and gaps in the ductwork.
3. Optional Chemical-Free Sanitation: Ducts Air Duct Cleaning, Inc. will perform a chemical-free sanitation process to assist in eliminating any contaminants present within the ductwork, helping to improve the client's indoor air quality.
4. Optional Odor Neutralizer: Upon request, Ducts Air Duct Cleaning, Inc. can provide odor-neutralizer services to address any unpleasant odors within the HVAC system. Additional charges may apply for this service.

### Exclusions:

- Mold Remediation: Please note that Ducts Air Duct Cleaning, Inc. does not provide mold remediation services. Should mold or fungal growth be discovered during the cleaning process, the client will be notified, and appropriate recommendations for remediation service companies will be provided.

Ductwork, intakes, and trunklines, which serve as the main conduit for distributing air through your duct system, can typically be cleaned as part of our service. However, if the trunklines are older, have been exposed to moisture, or are otherwise deteriorating, they may have structural weaknesses that limit how thoroughly they can be cleaned without causing damage. In such cases, we will clean the trunkline to the best of our ability, using techniques that are safe for the material's condition, but full restoration may be limited by these existing conditions. Our team will advise you on any concerns about the trunkline's condition during the service.

### Terms and Conditions:

1. Payment: The client agrees to pay Ducts Air Duct Cleaning, Inc. the agreed-upon amount for the services rendered upon completion of the work. In some cases, the estimate given at the time of the appointment may be adjusted to accommodate any additional necessary work performed.
2. Cancellation Policy: Any cancellations or rescheduling of appointments must be communicated to Ducts Air Duct Cleaning, Inc. at least 24 hours in advance. Please do so to avoid a cancellation fee.
3. Liability: While Ducts Air Duct Cleaning, Inc. takes every precaution to ensure the safety of the client's property during the cleaning process, the company shall not be held liable for any damages that occur as a result of pre-existing conditions within the HVAC air distribution system or unforeseen circumstances during the cleaning process. In addition, while we use EPA-approved cleaning products, some individuals may experience allergic reactions or sensitivities. The only known health issue, according to the product's safety data sheet and label, is to avoid direct contact with eyes. Since this is used sparingly inside the ducts, that will not be an issue. For further information, we recommend reviewing the product Safety Data Sheet (SDS) available upon request.
4. Completion of Work: Ducts Air Duct Cleaning, Inc. will notify the client upon completion of the agreed-upon services. The client will have the opportunity to inspect the work performed and raise any concerns or issues within a reasonable timeframe.