

Terms and Conditions

Effective date: August 20, 2026

1. Introduction

These Terms and Conditions ("Agreement") govern all services provided by Exterior Property Specialists ("Company," "we," "us," or "our") to any client who requests, books, or receives services from us ("Client," "you"). By booking a service, signing a quote, or allowing us to perform work at your property, you agree to be bound by this Agreement. If you have questions, contact us at (404) 302-0712 or info@exteriorpropertyspecialists.com.

2. Estimates and Quotes

Estimates are based on the information and property access provided at the time of the visit or inquiry and are not a guarantee of final price. Prices may be adjusted if actual site conditions (for example, excessive dirt or buildup, obstructed access, hidden damage, square footage discrepancies, or additional requested services) differ materially from what was assessed. We will notify you of any price change before proceeding whenever practical.

3. Scheduling and Booking

Appointments may be booked through our online booking or request forms, by phone, or by text. Bookings made through our instant-booking form are confirmed automatically; bookings made through our request form are confirmed only after we review and accept them. We are not obligated to accept any request.

We will make reasonable efforts to arrive within the scheduled window. Weather, equipment issues, or prior jobs running long may require us to reschedule; we will notify you as soon as reasonably possible.

4. Cancellations and Rescheduling

- Clients may cancel or reschedule at no charge with at least 24 hours' notice before the scheduled appointment.
- Cancellations made with less than 24 hours' notice, or a missed appointment where our team is unable to access the property, may incur a trip/cancellation fee of up to \$75, at our discretion.
- If work has already begun at the time of cancellation, Client agrees to pay for all work completed and materials used up to that point.
- We reserve the right to reschedule or postpone service due to unsafe weather conditions (e.g., freezing temperatures, high winds, lightning) at no charge to the Client.

5. Payment Terms

Payment is due upon completion of service unless other arrangements (such as a deposit or progress billing) are agreed to in writing in advance. For larger projects, a deposit of up to 25% of the total quoted price may be required before work begins, with the remaining balance due upon completion.

Invoices are sent electronically through our scheduling and invoicing platform. Accepted payment methods include the methods listed on your invoice (which may include credit/debit card, ACH, check, or cash). Invoices unpaid after 30 days may be subject to a late fee of \$25 or 1.5% of the outstanding balance per month, whichever is greater, to the extent permitted by Georgia law.

Client is responsible for any applicable sales, use, or other transaction taxes unless a valid tax-exemption certificate is provided in advance.

6. Satisfaction and Warranty

We take pride in our work and want you to be satisfied with the results. If you believe a service was not performed to a reasonable standard, please contact us within 3 days of service completion so we can review and, where appropriate, re-perform the affected work at no additional charge. This satisfaction period does not cover new dirt, staining, growth, or damage that occurs after our visit, normal wear and pre-existing conditions, or issues caused by factors outside our control (e.g., weather, irrigation, surrounding vegetation, or pre-existing damage to surfaces).

7. Property Access and Site Conditions

Client agrees to provide safe and reasonable access to the property and to disclose any known hazards, fragile surfaces, pets, sprinkler/irrigation systems, or special conditions in advance. Client is responsible for securing or removing items that could be damaged by water, cleaning solutions, or equipment (e.g., outdoor furniture, décor, vehicles, potted plants) unless we agree in advance to move them.

We are not responsible for pre-existing damage, defects, or conditions (such as deteriorated caulking, loose siding, damaged screens, or failing paint/stain) that become more visible or are aggravated during otherwise properly performed work.

8. Liability

Exterior Property Specialists carries general liability insurance and will exercise reasonable care while performing services. Our liability for any claim arising from our services is limited to the cost of the service giving rise to the claim, except where a different result is required by Georgia law. We are not liable for indirect, incidental, or consequential damages.

Client should notify us of any suspected damage within 48 hours of service so we can inspect and address it promptly.

9. Photos and Marketing

We may take before-and-after photos or videos of the work performed for quality-control and portfolio/marketing purposes. We will not include identifying information about you (such as your name or exact address) without

your permission. Let us know if you would prefer we not photograph your property.

10. Communications

By providing your phone number and email, you consent to receive appointment reminders, invoices, and service-related communications from us via call, text, or email. Message and data rates may apply. You may opt out of non-essential marketing communications at any time by contacting us at info@exteriorpropertyspecialists.com.

11. Governing Law

This Agreement is governed by the laws of the State of Georgia, without regard to conflict-of-law principles.

12. Changes to These Terms

We may update these Terms and Conditions from time to time. The version in effect at the time services are booked will govern that engagement. The current version will always be available on our website.

Exterior Property Specialists

3485 Bells Ferry Rd NW, Kennesaw, GA

Phone: (404) 302-0712

Email: info@exteriorpropertyspecialists.com