



Terms and Conditions

1. **Services Offered:** Rusty's Window Cleaning provides professional services including window cleaning, gutter cleaning, roof cleaning, house washing, and pressure washing.
2. **Scheduling and Deposit:** In order to schedule any jobs, clients are required to provide a 25% deposit paid by credit card. Please note that there is a 3% processing fee charged by the credit card processor. This deposit confirms the appointment and will be deducted from the total cost of the service upon completion.
3. **Cancellation Policy:** If you must cancel any scheduled job, please provide a minimum of 24 business hours notice. Failure to do so will result in a cancellation fee of \$50.
4. **Payment:** Payment is due upon completion of services rendered. We accept checks and major credit cards. Invoices will be provided upon request. Please note that credit card payments are subject to a 3% processing fee.
5. **Payment Options:** Invoices are issued through our payment scheduling system, Markate. We accept the following payment methods:
 1. **Credit/Debit Cards:** A fee of 3% + \$0.50 is applied, processed through Stripe.
 2. **Checks:** Make checks payable to Rusty's Holiday Lights and include your invoice number.
 - Mail to: Rusty's Holiday Lights, PO BOX 654, Lake Stevens, WA 98258
 2. **Cash:** Include your name and invoice number.
 - Mail to: Rusty's Holiday Lights, PO BOX 654, Lake Stevens, WA 98258
6. **Refund Policy:** Refunds will be considered on a case-by-case basis. Any approved refunds will be subject to deductions for supplies used and labor



performed. Refunds will require a signed release before any payment is issued. All refunds, if approved, will be sent via certified mail through the USPS.

7. **Rusty's Window Cleaning Credentials:** Rusty's Window Cleaning is licensed, bonded, and insured for your protection and peace of mind.
8. **Customer Satisfaction:** We strive to ensure customer satisfaction with every job. If you are not satisfied with our services, please contact us, and we will make every effort to address your concerns.
9. **Safety:** Our team is trained to always prioritize safety. Clients are requested to keep children and pets away from the work area during service provision.
10. **Access:** Clients must ensure that our team has safe and unobstructed access to the areas requiring cleaning. This includes clearing any debris or obstacles that may impede our work.
11. **Changes to Terms and Conditions:** Rusty's Window Cleaning reserves the right to amend these terms and conditions at any time. Clients will be notified of any changes in writing.

By engaging Rusty's Window Cleaning services, clients acknowledge that they have read, understood, and agreed to these terms and conditions.