



MOUNTAIN VISTA WINDOW WASHING

The High Country's Most Awarded Property Service Company

Terms and Conditions

Mountain Vista Window Washing LLC

Last Updated: May 22, 2026

These Terms of Service ("Terms") govern your use of the Mountain Vista Window Washing website ("Site"), as well as the scheduling, purchase, and use of our services ("Services"). By accessing our Site or using our Services, you agree to these Terms. If you do not agree, please discontinue use immediately.

1. Services Provided

Mountain Vista Window Washing provides residential and commercial window cleaning, screen and track cleaning, gutter cleaning, gutter guard installation, exterior gutter cleaning, pressure washing, deck pressure washing, house and roof soft washing, glass restoration, roof rust restoration, and other non-routine exterior property services.

Scope of window cleaning: Unless otherwise stated in writing on the approved estimate, window cleaning does not include the removal of hard debris such as paint, silicone, concrete, or other like substances. If hard debris is encountered during service, we will notify you and provide a quote for any additional work required.

We reserve the right to refuse service to any individual or property where safety, legality, or feasibility is compromised.

2. Quotes & Pricing

- All quotes are estimates based on the information provided.
- Final pricing may change if on-site inspection reveals additional scope, safety concerns, or property conditions not previously disclosed.
- Any adjustments will be communicated before work begins.

3. Scheduling & Cancellations

- Appointment times are approximate and may shift due to weather, traffic, prior service duration, or safety conditions.
- Cancellations with less than **24 hours'** notice will be charged a fee of **25% of the total approved estimate**.
- Cancellations with less than **72 hours'** notice are subject to a **\$150 rescheduling fee**, and your service will be placed back on the schedule at our next available opening.

- Mountain Vista Window Washing reserves the right to reschedule due to weather or safety concerns at no charge to the client.

4. Service Preparation Requirements

Customers are responsible for:

- Removing fragile items from service areas
- Providing an accessible, turned-on water source. Unless otherwise stated in writing, all services — including window cleaning, pressure washing, and soft washing — use the client's water source.
- Ensuring accessible electrical outlets if needed for the job
- Securing pets
- Closing and locking windows and doors
- Ensuring vehicles are moved away from cleaning zones
- Complying with safe practices and disclosing any conditions that pose a threat to Mountain Vista technicians

Mountain Vista Window Washing is not responsible for damage to unsecured items, pre-existing structural issues, or surfaces that have not been maintained per manufacturer or industry specifications.

5. Property Condition & Liability

Before service begins, our technicians will visually inspect work areas. Our workmanship should not be at fault for:

- Pre-existing damage including scratches, oxidation, fading, worn paint, worn sealants, cracked seals, or loose siding
- Surfaces that fail due to age, wear, or improper installation
- Water intrusion caused by previously damaged seals or construction defects
- Damage caused by improper maintenance or neglect

6. Customer Conduct

You agree not to:

- Misuse the Site or interfere with site functionality
- Provide false or misleading information for quotes or service requests
- Harass or threaten our staff or technicians
- Engage in any illegal or fraudulent activity involving the Site or Services
- Hire our staff for any services we provide without written consent

7. Payment Terms

- **Minimum job size:** Our minimum job total is **\$300**.
- **Invoice terms:** Invoices are **Net 15**. A **3% interest charge** will be applied for every additional 15 days the invoice remains overdue.
- **Accepted payment methods:** credit/debit card, ACH bank transfer, check, and cash.

- **Credit/debit card surcharge:** A **3% processing fee** applies to all card transactions.
- **ACH transfer fee:** A **1% processing fee** applies to all ACH bank transfers.
- Check and cash payments are not subject to processing fees.
- Unpaid invoices may accrue additional late fees and may be turned over to collections after 90 days overdue.

8. Use of Third-Party Payment Processors

All online payments are processed securely through reputable third-party providers such as Stripe, Square, QuickBooks Payments, or other industry-standard processors.

These providers:

- Are PCI-DSS compliant
- Encrypt and tokenize sensitive financial information
- Do not share full card details with Mountain Vista Window Washing

We do not store full credit card numbers or CVV codes.

9. Information We Collect During Payment

Depending on the payment method, we may collect:

- Name
- Billing address
- Email and phone number
- Partial card data (last 4 digits only)
- Transaction amount, date, and authorization information

This information is used solely to process payments, send invoices/receipts, and verify identity.

10. Fraud Prevention

To protect customers and our business, we may:

- Validate billing information
- Request identity verification
- Decline suspicious or unauthorized transactions

11. Refunds & Disputes

Refunds are issued according to our Satisfaction Guarantee Policy. If you believe a payment was made in error, please contact us immediately.

12. Satisfaction Guarantee Policy

If you are dissatisfied with any portion of our service:

- You must contact us within **72 hours** of service completion.
- We will assess the concern and, if warranted, provide a remedy such as a touch-up cleaning.

13. Limitations of Liability

To the maximum extent allowed by North Carolina law:

- Mountain Vista Window Washing is not liable for indirect, incidental, or consequential damages.
- Our total liability for any claim shall not exceed the amount paid for the specific service in question.
- Services are provided “as-is” and “as available.”

14. Warranty Disclaimer

We make no guarantees regarding:

- Exact removal of stains, scratches, mold, algae, rust, or discoloration
- Results affected by age, weather, material type, or underlying damage

Some stains are permanent and may not fully disappear.

15. Website Content & Intellectual Property

All content on this Site, including logos, images, text, and design, is the property of Mountain Vista Window Washing LLC. You may not copy, reproduce, or distribute content without written permission.

16. Third-Party Links

Our Site may contain links to third-party sites or services. We are not responsible for their content, security, or privacy practices.

17. Governing Law

These Terms are governed by the laws of the **State of North Carolina**. Any disputes shall be resolved in the appropriate courts located in **Watauga County, North Carolina**.

18. Modifications to Terms

We may update these Terms occasionally. Modifications to these Terms will be posted on our website at mountainvistawinwash.com with a revised “Last Updated” date.

19. Contact Information

For questions or concerns about these Terms, contact:

<p style="text-align: center;">Mountain Vista Window Washing LLC 935 Chestnut Grove Road Boone, NC 28607 office@mountainvistawinwash.com (828) 434-5299 mountainvistawinwash.com</p>

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