

Terms & Conditions

NOWRA PRESSURE WASHING SOLUTIONS · ABN 21 785 952 316

NowraPressureWashingSolutions@gmail.com · [04XX XXX XXX] · [yourdomain.com.au] · Servicing Nowra and the Shoalhaven, NSW

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These terms apply to all quotes, bookings and work carried out by Nowra Pressure Washing Solutions (“we”, “us”, “our”) for a customer (“you”). By accepting a quote, making a booking, or allowing us to carry out work, you agree to these terms.

1. Quotes and pricing

All quotes are based on the information, measurements, photos and/or aerial imagery you provide, and on the condition of the surfaces as described. For a standard driveway clean we can often quote from aerial imagery and a few photos; we then deliver the quote and explain it to you in detail, working to a 24-hour turnaround.

Quotes are valid for 30 days unless stated otherwise. Where on-site conditions differ materially from the information provided (for example, heavier soiling, larger area, difficult access, or additional surfaces), we will discuss this with you and may issue a revised quote before proceeding. Unless stated otherwise, prices are in Australian dollars and inclusive of GST where applicable.

2. Bookings, access and scheduling

A booking is confirmed once we have agreed a date with you. We will make reasonable efforts to attend at the arranged time, but scheduling may be affected by weather, earlier jobs, or circumstances beyond our control. Where work must be rescheduled, we will contact you to arrange an alternative time.

Unless otherwise agreed, you agree to provide reasonable access to the work area and to a functioning outdoor water tap and power point. If these are not available or suitable, please tell us when booking so we can discuss alternatives, which may affect the price.

3. Your responsibilities

To help us work safely and achieve the best result, before we arrive you agree to:

- Clear the work area and move vehicles, pot plants, furniture and other movable items where practical;
- Close windows and doors and remove or secure items that could be affected by water or spray;
- Secure pets and keep children away from the work area while we are on site;
- Identify and tell us about any delicate surfaces, coatings, fittings, garden beds or sensitive vegetation, water features, and the location of stormwater drains;
- Disclose any known defects, hazards, or the possible presence of asbestos or other hazardous materials.

4. The service and expected results

We match the method, pressure and (where used) water temperature to each surface, and take reasonable care to clean effectively without causing damage. The result achievable depends on the age, material, porosity, history and existing condition of the surface.

Cleaning improves the appearance of a surface; it does not restore a surface to new. Some staining, oxidation, efflorescence, weathering, fading, wear and imperfections are permanent and may remain visible after cleaning. Mould, algae and other organic growth can return over time depending on shade, moisture and the surface, and periodic re-cleaning may be required.

5. Oil, grease and porous surfaces

Oil is one of the most difficult contaminants to remove. Concrete is porous, and unsealed concrete readily absorbs oil below the surface. Heat and pressure lift oil that sits on top of the surface, but cannot always draw out oil that has

soaked in. Our methods significantly reduce the visual impact of oil and grease stains; however, an oil-stained surface cannot be restored to new, and we do not guarantee complete removal. We will give you an honest assessment of the likely outcome before commencing.

6. Pre-existing damage and delicate items

We take reasonable care at all times. We are not responsible for pre-existing damage, defects or conditions that may be revealed, loosened or affected by cleaning carried out with due care — including but not limited to cracked or drummy concrete, loose or failing render, paint or mortar, deteriorated timber, rust, perished seals or fittings, failed or leaking windows and doors, and previously repaired areas. Where you are aware of any such condition or of any delicate item, you must tell us before work begins so we can adjust our approach or exclude that area.

7. Chemicals, environment and runoff

Where cleaning products are used, we select products appropriate to the surface and task, and Safety Data Sheets are available on request. We implement sediment and runoff controls to manage wash-water appropriately on every job, consistent with the expectations of local councils and strata. You must disclose sensitive vegetation, ponds or water features, and the location of drains; we are not liable for damage to sensitive items that were not disclosed to us.

8. Health, safety and hazardous materials

We may establish exclusion zones and may pause or decline any work we reasonably consider unsafe. We are not engaged to identify asbestos or other hazardous materials. If we suspect the presence of asbestos or another hazard, we will stop work in the affected area until it is safe and lawful to proceed.

9. Payment

Unless otherwise agreed in writing, payment is due within [7] days of the invoice date by the methods shown on the invoice. GST is included where applicable. Overdue accounts may incur reasonable interest and recovery costs. We may decline or pause further work while an account remains overdue.

10. Cancellations, rescheduling and access on the day

If you need to cancel or reschedule, please give us at least [24 hours] notice. If we attend at the agreed time and are unable to access the site or the water/power required, a call-out fee may apply. Any deposit terms will be set out in your quote.

11. Cancellation rights for door-to-door agreements

Where an agreement is negotiated with you at your home following an uninvited approach, it may be an “unsolicited consumer agreement” under the Australian Consumer Law, in which case you may have a cooling-off period during which you can cancel. Where this applies, we will provide the information required by law and, on request, will confirm how to cancel.

12. Our workmanship — putting things right

If you are not satisfied with our workmanship, please tell us within [3] business days of completion. We will re-inspect and, where the issue relates to our work, carry out reasonable rectification at no charge. This does not extend to results that are limited by the condition of the surface (see clauses 4 and 5) or to matters outside our control.

13. Liability

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in these terms excludes, restricts or modifies those consumer guarantees. To the extent permitted by law, our liability for any failure to comply with a guarantee (other than a guarantee that by law cannot be limited) is limited to re-supplying the services, or paying the cost of having the services re-supplied. To the extent permitted by law, we are not liable for indirect or consequential loss, or for loss or damage arising from pre-existing conditions or from items or hazards that were not disclosed to us.

14. Insurance

We carry the insurances appropriate to our work, including public liability insurance. A certificate of currency is available on request.

15. Photographs and marketing

We may take “before and after” photographs of our work and use them to promote our business. We will not publish your name or full address details for marketing without your consent. If you do not wish us to use images of your property, please let us know before the work begins.

16. Privacy

We collect personal information (such as your name and contact details) only to quote, schedule, carry out work and invoice. We handle personal information in accordance with applicable privacy laws and do not sell it to third parties.

17. General

These terms are governed by the laws of New South Wales, and you submit to the jurisdiction of its courts. We may update these terms from time to time; the version published on our website at the time of your booking applies to that job. If any provision is found to be unenforceable, the remaining provisions continue to apply.

18. Contact

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