WHITECAP EXTERIORS

TERMS OF SERVICE

ABOUT THESE TERMS

These terms apply when you use whitecapexteriors.com, request a quote, book a service, or receive messages from Whitecap Exteriors LLC ("Whitecap," "we," "us"), an exterior cleaning and maintenance company serving coastal Monmouth and Ocean Counties, New Jersey. By using our website or services, you agree to these terms.

Effective date: November 10, 2026

How we handle your information is explained in our Privacy Policy. Commercial and HOA customers with a signed service agreement are also bound by that agreement, which controls where it differs from these terms.

TEXT MESSAGING TERMS

Program name: Whitecap Exteriors Customer Notifications

What it is for: when you give us your mobile number and agree to receive texts, Whitecap Exteriors sends messages about your service: quote notifications, appointment confirmations and reminders, arrival notices, invoices, payment receipts and customer support replies. With your separate consent, we may occasionally send service updates or seasonal offers.

- **Message frequency:** varies based on your service activity.
- **Rates:** message and data rates may apply.
- **Opt out: text STOP to unsubscribe at any time.** You will receive one confirmation message and no further texts unless you opt back in.
- **Help: text HELP for assistance,** or contact us at (848) 420-9383 or evan@whitecapexteriors.com.
- **Carriers:** mobile carriers are not liable for delayed or undelivered messages.
- **Consent:** agreeing to receive texts is not a condition of purchasing any service.

Your mobile number and texting consent are handled as described in our Privacy Policy and are never shared with third parties for marketing.

QUOTES, DEPOSITS AND PAYMENT

- **Quotes:** quotes are based on the information and photos available to us. If the scope or condition of the property differs on site, we will confirm any price change with you before doing additional work.
- **Deposit:** a 50% deposit is required to book any job.
- **Balance:** the remaining balance is charged to your card on file when the work is complete.

- **Payment processing:** payments are handled by our third-party payment processor. We do not store full card numbers.

SCHEDULING AND PROPERTY PREPARATION

- **Weather:** we may reschedule for rain, wind, freezing temperatures or other conditions that affect safety or results. We will contact you to set a new date.
- **Access and water:** please provide access to the work areas and an outdoor water source unless we agree otherwise.
- **Furniture:** our crew moves ordinary patio furniture. Please move grills, glass-top tables, large planters and anything fragile or valuable before we arrive. Items left in place will be cleaned around.
- **Windows and doors:** please close windows and doors near the work areas.
- **Pre-existing conditions:** exterior cleaning can reveal existing damage, loose paint, failing caulk or oxidation. We are not responsible for conditions that existed before our service.
- **Scope:** window cleaning is exterior only.

WEBSITE USE

The content on whitecapexteriors.com, including text, photos and logos, belongs to Whitecap Exteriors LLC and may not be copied without permission. Prices shown on the site are starting prices; your quote reflects your property's size and scope.

CHANGES TO THESE TERMS

We may update these terms from time to time. The effective date at the top shows when they were last revised.

GOVERNING LAW

These terms are governed by the laws of the State of New Jersey.

CONTACT US

Whitecap Exteriors LLC, Oceanport, New Jersey

Call or text (848) 420-9383, or email evan@whitecapexteriors.com.