

Terms & Conditions

Effective Date: July 5, 2026

Welcome to **Chevy Chase Quality Cleaning LLC** ("Company," "we," "our," or "us"). These Terms & Conditions govern your use of our website, **www.ccqc.us**, and any estimates, communications, scheduling, or services provided by Chevy Chase Quality Cleaning LLC.

By accessing our website, requesting an estimate, scheduling service, or using our services, you agree to be bound by these Terms & Conditions.

Company Information

Chevy Chase Quality Cleaning LLC

7106 Pomander Lane
Chevy Chase, MD 20815

Phone: (240) 479-1015

Email: chevychasequalitycleaning@gmail.com

Website: www.ccqc.us

Services

We provide residential and commercial exterior cleaning services, including exterior window cleaning and any additional services we may offer now or in the future.

Not every service is available in every location, and we reserve the right to refuse or discontinue service at our discretion.

Estimates

All estimates are provided in good faith based on the information available at the time.

An estimate does not constitute a binding agreement until accepted by both parties.

If the scope of work changes, we reserve the right to revise pricing before or during the service.

Scheduling

Appointments are scheduled based on availability.

We may reschedule appointments due to:

- Weather
- Unsafe working conditions
- Equipment failure
- Staffing availability
- Emergencies
- Other circumstances beyond our reasonable control

We will make reasonable efforts to notify customers of scheduling changes.

Customer Responsibilities

Customers agree to:

- Provide safe access to the property.
- Secure pets before service.
- Remove obstacles that could interfere with work.
- Inform us of known hazards or defective windows.
- Ensure utilities or access needed for service are available.

We reserve the right to stop work if conditions are unsafe.

Window Condition Disclaimer

Cleaning does not repair or conceal existing defects.

We are not responsible for pre-existing conditions including, but not limited to:

- Scratched glass
- Failed insulated glass seals
- Hard water staining
- Mineral deposits
- Oxidation
- Fabrication debris
- Existing chips or cracks
- Defective window manufacturing

- Aging or deteriorated caulking
- Loose or deteriorated frames
- Paint damage
- Existing leaks

Some defects become more noticeable only after the glass has been cleaned.

Exterior Cleaning

Exterior cleaning removes dirt, pollen, debris, and similar contaminants.

Certain stains or permanent damage may not be fully removable without restoration services.

We do not guarantee the removal of permanent staining or damage.

Satisfaction Guarantee

Customer satisfaction is important to us.

If you believe an area was missed or not cleaned properly, please notify us within **48 hours** of service completion.

We reserve the right to inspect the concern and, where appropriate, return to address verified workmanship issues.

This guarantee does not apply to new debris, weather-related conditions, pollen, construction dust, or pre-existing defects.

Payment

Payment is due upon completion of service unless otherwise agreed in writing.

Accepted payment methods include:

- Credit card
- Check

Credit card payments are processed securely through third-party payment processors.

Returned checks, chargebacks, or declined payments may be subject to applicable fees and collection efforts permitted by law.

Late Payments

Any unpaid balance may accrue interest at the maximum rate permitted by applicable law.

Customers may also be responsible for reasonable collection costs, court costs, and attorney's fees if permitted by law.

Cancellations

Customers may cancel or reschedule appointments by contacting us before the scheduled service.

Repeated last-minute cancellations or no-shows may result in refusal of future service.

Communications

By contacting us or providing your contact information, you consent to receive communications regarding:

- Estimates
- Scheduling
- Service updates
- Appointment reminders
- Customer service
- Billing
- Promotions
- Seasonal reminders
- Review requests

You may opt out of marketing communications at any time.

SMS Communications

If you provide your mobile phone number, you consent to receive text messages from Chevy Chase Quality Cleaning LLC.

Message frequency may vary.

Message and data rates may apply.

Consent is not a condition of purchase.

Reply **STOP** to opt out.

Reply **HELP** for assistance.

Intellectual Property

All content on our website, including text, graphics, logos, photographs, videos, designs, and other materials, is owned by or licensed to Chevy Chase Quality Cleaning LLC and is protected by applicable intellectual property laws.

No content may be copied, reproduced, or distributed without prior written permission.

Website Use

You agree not to:

- Use our website for unlawful purposes.
- Attempt to gain unauthorized access to our systems.
- Introduce malicious software.
- Interfere with website operation.
- Misrepresent your identity.

We reserve the right to restrict or terminate access to our website at our discretion.

Third-Party Services

Our website and business may utilize third-party providers for:

- Payment processing
- Customer relationship management
- Appointment scheduling
- Email delivery
- SMS messaging
- AI-assisted communications
- Advertising
- Analytics
- Cloud storage

Use of those services is subject to their respective terms and privacy practices.

Disclaimer of Warranties

Except where prohibited by law, our services and website are provided on an "as is" and "as available" basis.

We make no warranties, express or implied, including warranties of merchantability, fitness for a particular purpose, or uninterrupted availability.

Limitation of Liability

To the fullest extent permitted by law, Chevy Chase Quality Cleaning LLC, its owners, employees, independent contractors, agents, and representatives shall not be liable for any indirect, incidental, consequential, special, exemplary, or punitive damages arising from or relating to the use of our website or services.

Our total liability for any claim shall not exceed the amount paid by the customer for the specific service giving rise to the claim, except where prohibited by law.

Nothing in these Terms limits liability where such limitation is not permitted under applicable law.

Indemnification

You agree to indemnify and hold harmless Chevy Chase Quality Cleaning LLC, its owners, employees, independent contractors, and agents from claims, liabilities, damages, costs, and expenses arising from your misuse of our website, breach of these Terms, or violation of applicable law.

Force Majeure

We are not responsible for delays or failures caused by events beyond our reasonable control, including severe weather, natural disasters, utility outages, labor shortages, governmental actions, pandemics, transportation disruptions, or other unforeseen events.

Governing Law

These Terms & Conditions are governed by the laws of the State of Maryland, without regard to conflict-of-law principles.

Severability

If any provision of these Terms is determined to be unenforceable, the remaining provisions shall remain in full force and effect.

Entire Agreement

These Terms & Conditions, together with our Privacy Policy and any written service agreement or accepted estimate, constitute the entire agreement between the parties regarding the use of our website and services.

Changes to These Terms

We reserve the right to modify these Terms & Conditions at any time.

Updated versions will be posted on our website with a revised effective date.

Continued use of our website or services after changes are posted constitutes acceptance of the updated Terms.

Contact Us

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