



STOREFRONT REFRESH

CONDITIONS AND EXCEPTIONS

Pricing may be adjusted after arrival if any of the following apply. We will confirm pricing before beginning.

Site condition

- Extreme dirt, grease, mud, dust, or grime.
- Heavy cobweb buildup around signs, awnings, frames, or soffits.
- Bird droppings or other biological buildup.
- Stains, mineral deposits, hard-water spots, oxidation, or adhesive residue.
- Graffiti, gum, tar, paint overspray, or construction debris.
- Surfaces that have not been maintained for an extended period.
- A first-time deep clean that requires more work than regular maintenance.

Access & height

- A ladder is required instead of ground-level cleaning.
- The sign or windows are above normal working height (6-8'h).
- A lift, scaffold, elevated platform, or other access equipment is required.
- Uneven ground, landscaping, stairs, railings, parked vehicles, or other obstacles make setup difficult.
- The work area is narrow or difficult to reach.
- The client must provide access through a locked area or arrange access equipment.
- Two workers are required for safe setup or operation.

Storefront size & scope

- More windows, doors, panels, or linear frontage than included in the package.
- Multiple storefronts or buildings at one location.
- Interior glass cleaning added to an exterior-only package.
- Additional window tracks, sills, screens, frames, or mullions included in the service.
- Awning, canopy, soffit, fascia, or pylon sign cleaning.
- Multiple sign faces or signs located in separate areas.
- Removal and reinstallation of displays, barriers, or outdoor furniture.

Vinyl & sign maintenance

- Peeling, cracked, bubbling, faded, or damaged decals.
- Vinyl that requires removal before cleaning.
- Adhesive removal from glass, sign faces, or frames.
- Small repairs or patching that were not included in the original package.
- Replacement lettering, decals, sign faces, or printed graphics.
- Loose sign components, damaged frames, rust, corrosion, or failing hardware.
- Electrical or illuminated-sign issues requiring a qualified tradesperson.

Scheduling & location

- Emergency or short-notice service.
- Travel outside Penticton service area (Penticton + 10km).
- Multiple return trips because the site is inaccessible or the client is not ready.
- Work that must be completed around customer traffic, deliveries, or special events.

Safety & site conditions (Some of these may result in work refusal)

- Unsafe ladder placement or unstable ground.
- High winds, rain, snow, ice, or extreme temperatures.
- Nearby electrical lines or other hazards.
- Blocked access, active construction, or unsafe pedestrian traffic.
- Chemicals, sharp objects, broken glass, or hazardous materials.
- A height or access situation requiring equipment or fall protection beyond the original scope.