

GRAPHICALLY HIP STOREFRONT MAINTENANCE SERVICE AGREEMENT

Protect your investment. This agreement helps keep your storefront glass, signs, decals, and exterior presentation clean, vibrant, and professional throughout the service season.

1. Parties and Property

Service provider:
Graphically Hip
103-1652 Fairview Rd.
Penticton, BC V2A 6A7
250-706-6606

Client/business name:

Contact person:

Billing address:

Phone:

Email:

Service address:

Site contact/keyholder:

Agreement date:

Service season: March 1, 20 to October 31, 20

2. Selected Maintenance Plan

Check one plan:

Monthly Care Plan

One scheduled visit per month from March through October, for eight visits per service season.

Monthly plan price: \$ per visit.

Seasonal commitment: \$ plus GST.

Quarterly Care Plan

One scheduled visit during each selected service month, normally March, June, and September, for three visits per service season.

Quarterly-plan price: \$ per visit.

Seasonal commitment: \$ plus GST.

Custom Plan

Visit frequency, scope, dates, and price:

Frequency:

Scope:

Dates:

Price:

3. Service Scope

Unless modified in writing, each standard maintenance visit includes one of three available packages listed on the Storefront Refresh options document.

The service is intended to maintain the appearance of reasonably maintained, accessible storefronts. It is not a restoration, repair, replacement, or guarantee that all stains or damage can be removed.

4. Items Not Included

The following (in addition to items listed on the Conditions & Exceptions document) are not included unless listed in writing as an approved add-on or quoted separately:

- Interior glass, window tracks, screens, sills, or interior frames.
- Heavy restoration or neglected-condition deep cleaning.
- Removal of graffiti, gum, tar, paint, construction debris, or extensive adhesive.
- Removal or replacement of decals, vinyl lettering, or sign faces.
- Repair of peeling, bubbling, faded, cracked, or damaged vinyl.
- Sign manufacturing, electrical work, illuminated-sign repair, or structural repair.
- Pylon signs, monument signs, high-rise or rope-access work, and signs above normal ladder height.
- Lift, scaffold, specialty equipment, disposal fees, or third-party services.
- Pressure washing, awning cleaning, canopy cleaning, or gum removal unless specifically selected.
- Damage caused by defective glass, failing substrates, improperly installed vinyl, harsh chemicals, vandalism, weather, or pre-existing conditions.

5. Add-Ons and Additional Work

Approved add-ons or additional work may include (see Conditions & Exceptions document for full list):

- Interior glass cleaning
- Additional storefront frontage
- Decal or vinyl removal
- Small vinyl repair
- New decal or lettering replacement
- Sign-face deep clean
- Awning or canopy cleaning
- Pressure washing or gum removal

- Ladder/elevated access
- Lift or specialty equipment
- After-hours or emergency service
- Travel outside standard service area

Any work outside the selected plan will be approved by the client before it begins. Approval may be written, emailed, texted, or recorded on the service work order.

6. On-Site Assessment and Price Adjustments

Package prices are based on the information available at booking and assume a standard, ground-level storefront in reasonably maintained condition. Graphically Hip may adjust the price if the actual site conditions differ materially from the information provided.

If the expected adjustment is more than \$ above the package price, Graphically Hip will request approval before performing the additional work. If approval is not provided, Graphically Hip may complete only the original scope or reschedule the additional work for a separate quotation.

7. Service Schedule and Weather

Visits will normally be scheduled during the selected service months between March and October. Exact dates may change based on route planning, weather, staff availability, site access, and business operating hours.

Graphically Hip may postpone service because of rain, snow, ice, high winds, freezing temperatures, unsafe surfaces, construction, blocked access, or other conditions that make the work unsafe or impractical. Graphically Hip will make reasonable efforts to reschedule postponed visits within the service season. A postponed visit is not automatically cancelled or refunded.

If the client cannot provide access at the scheduled time, the client must give at least 15 business days' notice. Missed appointments, denied access, or return trips may be charged at \$ or treated as a completed service visit, where permitted by law and this agreement.

8. Payment Terms

All package prices are payable before service is performed.

Monthly Care Plan

Monthly payments plus applicable taxes are due on the first day of each applicable service month: March, April, May, June, July, August, September, and October. The monthly payment arrangement is an instalment schedule for the full March-October seasonal commitment. It is not an unrestricted month-to-month cancellation arrangement.

Quarterly Care Plan

Quarterly payments plus applicable taxes are due on the first day of each applicable service month, normally March, June, and September, unless the full seasonal amount is paid before the first visit.

Payment method

The client will pay by:

- Credit card
- Debit card
- E-transfer
- Cheque
- Pre-authorized payment
- Other

For instalment plans, the client agrees to maintain an approved payment method on file or establish an approved automatic-payment arrangement before the first service visit.

9. Failed or Late Payments

If a payment is declined, reversed, or not received by its due date, Graphically Hip may:

- Pause service until the account is current.
- Release or reschedule future appointment times.
- Require overdue amounts to be paid before rescheduling.
- Charge a reasonable administration or late-payment fee of \$.
- Treat continued non-payment as a material breach of this agreement.

Cancelling or stopping a pre-authorized payment method does not, by itself, cancel this agreement or eliminate amounts already owing. The client remains responsible for payment obligations under the selected plan, subject to applicable cancellation and refund laws.

10. Seasonal Commitment and Cancellation

The selected Monthly Care and Quarterly Care plans require a minimum commitment for the March–October service season.

The client may request cancellation by providing written notice to Graphically Hip at: sarah@graphicallyhip.com.

Cancellation does not automatically eliminate unpaid amounts, scheduled commitments, or approved additional work. Any cancellation fee, remaining balance, credit, discount, or refund will be determined according to this agreement and applicable British Columbia law.

Graphically Hip may suspend or terminate service for non-payment, unsafe conditions, repeated denied access, abusive conduct, or a material breach of this agreement. Any refund or credit will be handled in accordance with this agreement and applicable law.

11. Safe Access and Client Responsibilities

The client agrees to:

- Provide safe, clear, and reasonable access to the service areas.
- Identify hazards, fragile surfaces, security requirements, and restricted areas before service begins.
- Provide access to locked areas or arrange for a representative to be present.
- Keep vehicles, displays, furniture, pedestrians, and other obstructions clear where reasonably possible.
- Inform Graphically Hip about known defects, failing vinyl, loose signs, damaged glass, or other pre-existing conditions.
- Not ask Graphically Hip to perform work that appears unsafe or outside the agreed scope.

Graphically Hip may refuse or postpone work where safe access cannot be provided.

12. Damage, Limitations, and Existing Conditions

Graphically Hip will use reasonable care when performing the agreed services. The client understands that cleaning may reveal existing fading, oxidation, weak vinyl adhesion, cracked surfaces, failed sealant, defective glass, or other pre-existing conditions.

Graphically Hip is not responsible for damage caused by pre-existing defects, improperly installed or aged materials, unsafe client-provided access, vandalism, severe weather, or conditions outside Graphically Hip's reasonable control. Any concern about completed work must be reported within 1 day of service so that Graphically Hip has a reasonable opportunity to inspect and respond.

13. Communications and Approvals

The client authorizes Graphically Hip to communicate about scheduling, payment reminders, site conditions, approvals, and service updates by:

Email Phone Text message

The client's authorized contact for additional-work approvals is:

Name

Phone/email

14. Agreement and Changes

This agreement, together with any written proposal or approved add-on, represents the understanding between the parties regarding the selected maintenance plan. Any changes to the service frequency, scope, price, payment method, or term will be confirmed in writing.

If any provision is found unenforceable, the remaining provisions will continue to the extent permitted by law. This agreement is governed by the laws applicable in British Columbia, Canada.

15. Signatures

By signing, the client confirms that they have reviewed and accepted the selected plan, seasonal commitment, scope, pricing, payment schedule, site-access requirements, weather provisions, price-adjustment terms, and cancellation provisions.

Client name:

Title:

Signature:

Date:

Graphically Hip representative: Sarah Tucker

Title: Owner/operator

Signature:

Date:

Internal Use

Plan selected:

Seasonal price before GST: \$

First payment due:

Payment method verified: Yes No

Automatic payment authorization received: Yes No

Special conditions: