



NOWRA PRESSURE WASHING SOLUTIONS
TERMS & CONDITIONS
R02

Service Terms and Conditions

These Terms and Conditions apply to all quotes, bookings and work carried out by Nowra Pressure Washing Solutions (ABN 21 785 952 316) (“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.

Nothing in these terms removes or limits any rights you have that cannot be excluded under the Australian Consumer Law.

Version 2.0 — effective 1 July 2026

1. Quotes and pricing

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

Quotes are valid for 30 days unless stated otherwise. If on-site conditions differ from the information provided — for example heavier soiling, a larger area, difficult access, or additional surfaces — we will discuss this with you and may revise the quote before continuing. Unless stated otherwise, prices are in Australian dollars and include GST where applicable.

Booking a service, or allowing us to begin work, confirms your acceptance of the quote and of these terms.

2. Bookings, access and scheduling

A booking is confirmed once we agree a date with you. We make reasonable efforts to attend at the arranged time, but scheduling can be affected by weather, earlier jobs or events beyond our control; if work must be moved we will contact you to rearrange. Some jobs may need more than one visit, and results may not be fully apparent until surfaces are completely dry.

3. Water, power and site access

Unless agreed otherwise, you agree to provide access to a working outdoor water tap with adequate flow and pressure, and to a power point. If these are not available or suitable, please tell us when booking so we can discuss alternatives, which may affect the price. Water usage costs are yours unless agreed in writing.

4. Your responsibilities before we arrive

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, garden ornaments, outdoor furniture, door mats and other movable or fragile items;
- Close and seal all windows, doors and screens, 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;
- Tell us about delicate surfaces, coatings and fittings, sensitive plants, water features, and the location of stormwater drains;
- Where spray may drift beyond your boundary, let neighbours know so they can close windows and move washing, furniture and vehicles.

If these steps are not completed and it prevents us working safely or effectively, additional charges or a return visit may apply, and we are not liable for damage to items that were not removed, secured or disclosed.

5. The service and realistic 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 type, age, porosity, history and condition of the surface.

Cleaning improves appearance; it does not restore a surface to new. Results vary with surface type and level of contamination, and some staining — including rust, paint, chemical marks and deep-set mould — may be permanent. Because surfaces dry unevenly and vary in porosity, some streaking or variation in finish can occur, and a perfectly uniform result cannot be guaranteed.

6. Oil, grease and porous surfaces

Oil is one of the most difficult contaminants to remove. Unless oil or grease removal has been specifically requested and quoted, our primary goal on any job is the removal of dirt and organic growth — not the treatment of oil stains. Concrete is porous, and unsealed concrete readily absorbs oil below the surface. Reducing the appearance of embedded oil requires alternate caustic chemicals to draw the oil back out of the surface, and is carried out only where that service has been specified. Even then, an oil-stained surface cannot be restored to new and complete removal is not guaranteed. Where oil or grease treatment is included in your quote, we will give you an honest assessment of the likely outcome before starting.

7. Pre-existing conditions and delicate materials

We take reasonable care at all times. Cleaning removes the dirt, mould and organic growth that can hide the true state of a surface. As a result, the cleaning process will often fully expose pre-existing conditions, damage or defects that were already present but not visible beforehand. Exposing a pre-existing condition is not the same as causing it. We are not responsible for pre-existing damage, defects or conditions (whether visible or hidden before cleaning), including but not limited to:

- Cracked, drummy or spalling concrete and pavers;
- Loose or deteriorated mortar, pointing or render that was already failing;
- Flaking, chalking or failing paint and coatings;
- Timber “furring” or grain raising, rot, and greyed or weathered timber;
- Rust, efflorescence, oxidation and general weathering;
- Perished window and door seals, and water ingress from pre-existing seal failure;
- Loose or poorly fixed fittings, cladding, flashing, wiring or fixtures.

Where you are aware of any such condition, or of any delicate item, you must tell us before work begins. If we identify a pre-existing condition or a new concern during a job, we will stop work in that area and show you before continuing.

8. Chemicals, environment and runoff

Where cleaning products are used, we select products appropriate to the surface and task. Our primary cleaning agent is a highly diluted solution of sodium hypochlorite (SH), applied at low concentration. This is the industry-standard approach to soft washing: it kills mould, mildew, algae and other organic growth at the source rather than only rinsing it from the surface. Killing the growth is what makes a clean last — treating the growth in this way significantly delays its return compared with water or pressure alone.

Safety Data Sheets for the products we use are available on request. Cleaning agents and residues can be harmful to people, pets, aquatic life and plants if contacted, and residue may continue to drip from treated surfaces for a period after cleaning. We implement sediment and runoff controls to manage wash-water appropriately on every job, consistent with council and strata expectations. 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.

9. Health, safety and hazardous materials

We may set up exclusion zones and barriers, and may pause or decline any work we reasonably consider unsafe. Please keep people, pets and vehicles clear of the work area; we are not responsible for injury or damage caused by people entering an active work area. We are not engaged to identify asbestos or other hazardous materials — if we suspect their presence we will stop work in the affected area until it is safe and lawful to proceed. During soft washing, we take reasonable care to protect external power points and fittings from direct water spray.

10. Payment

Unless agreed otherwise in writing, payment is due within 7 days of the invoice date. Payment can be made by direct deposit (electronic funds transfer) into our business account, using the account details shown on your invoice, or by cash. GST is included where applicable. Overdue accounts may incur reasonable interest and recovery costs, and we may pause further work while an account is overdue.

11. Cancellations, rescheduling and access on the day

If you need to cancel or reschedule works, we ask for at least 24 hours’ notice. If we attend at the agreed time and cannot access the site or the water/power required, or the site is not prepared as set out in clause 4, a call-out fee may apply. Any deposit terms will be set out in your quote.

12. Door-to-door agreements and cooling-off

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, which can give you a cooling-off period during which you may cancel. Where this applies, we will provide the information required by law and, on request, confirm how to cancel.

13. Our workmanship

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 limited by the condition of the surface (see clauses 5 and 6) or to matters outside our control.

14. Liability

Our services come with guarantees that cannot be excluded under the Australian Consumer Law, and nothing in these terms excludes, restricts or modifies those guarantees. To the maximum extent permitted by law, our liability for any failure to comply with a guarantee (other than one that cannot be limited by law) is limited to re-supplying the services, or paying the cost of having them 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, undisclosed items, or from the site not being prepared as set out in these terms.

15. Insurance

We hold public liability and products liability insurance appropriate to our work. A certificate of currency is available on request.

16. Photographs and marketing

We may take “before and after” photographs of our work and use them to promote our business, including on our website and social media. We will not publish your name or full address for marketing without your consent. Please tell us before work begins if you do not want images of your property used. With your agreement, we may also display a small marketing sign at the property for the duration of the works.

17. 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 line with applicable privacy laws and do not sell it. Our Privacy Policy, where published, forms part of these terms.

18. Website use and intellectual property

The content of our website — text, images, branding and logos — is owned by or licensed to us and may not be copied or reused without permission. The website is provided for general information; while we keep it as accurate as we can, it is used at your own risk.

19. 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 provided with your quote, or published on our website at the time of booking, applies to that job. If any provision is found to be unenforceable, the remaining provisions continue to apply. These terms, together with your quote, form the entire agreement between us.

20. Contact

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Servicing Nowra and the Shoalhaven, NSW