

What areas do you service?

I primarily service Snellville, Grayson, Stone Mountain, Lilburn and Loganville. However, I do occasionally service clients within an hour's drive at the most. Due to extensive travel times in the Atlanta area and my tight schedule, I do not solicit work outside my regular service area.

How do you charge for window cleaning?

I typically charge per window as a starting point. From there I factor in any ladder work involved, 3rd story windows, window accessibility, condition of the glass to be cleaned, paint removal and screens to be cleaned.

What factors will affect the price?

Some of the items that may cause the original quoted price to vary would include any difficult ladder work or obstructions due to landscaping, excessive paint (or debris) on the glass that requires additional time to remove. Also, any windows that are stuck shut that will require additional time to open. You will be notified while the work is being done if any additional charges will be added on. Most everything else I try to determine during the estimating process. The biggest problem that I encounter is paint overspray on second or third floor windows that can't be seen from the ground and isn't visible to the homeowner until the dirt is removed from the glass.

What does standard window cleaning service consist of?

Standard window cleaning involves cleaning the interior and exterior of your windows and wiping down the frames and sills. Cleaning of the (vertical) tracks is not a part of standard window cleaning and is rarely requested. If interested, an additional charge will be added per window.

Do you clean screens?

Yes, I do offer screen cleaning at a small additional charge per screen. Screens are cleaned using a damp screen cleaning mop and then wiped down with a towel to remove debris.

Will you do just the Exterior of my windows only?

I will do *Exterior-Only* window cleaning if requested. Pricing for this service runs approximately 65% of the total cost of Interior and Exterior window cleaning. (Example: A \$100 Interior and Exterior service would be priced at around \$65 for *Exterior-Only* service).

Do you clean Storm Windows?

I do clean storm windows. However, the price is significantly more than standard window cleaning due to the amount of additional work involved. I will remove the storm windows, (which generally entails windows that are stuck shut) clean both sides of the double hung window, clean the screen, clean and vacuum the tracks and sills, then clean and reinstall the storm windows.

Do you clean chandeliers and large light fixtures?

I do clean chandeliers and light fixtures. However, I can only give you a firm price after seeing it first hand to determine if I can reach it as well as the complexity of it. Some builders will install the chandelier or light fixture very close to the ceiling and I am unable to reach the top portion of it to clean it

completely. If for any reason I am unable to clean it for you, I can recommend a local chandelier specialist that can handle any and all jobs.

What precautions do you take for the tinted film on my windows?

I use a very mild cleaning detergent that is not alcohol or ammonia based and will not harm the tint on your windows. It is the main reason for the solution that I use. The majority of homes that I service on a daily basis have tinted film on the glass. Please note however that any debris that would normally require a razor to remove, such as paint drips, cannot be removed from the tinted film.

Do I need to do anything to prepare for my windows to be cleaned?

Typically, nothing needs to be done prior to my arrival. You may want to personally move any valuables that would need to be moved to access your windows if it makes you feel more comfortable. If you have any excessive items located on your window sills, removal of these items will help to expedite the cleaning process. Furniture will be moved by me if necessary.

Do I need to be home for my scheduled window cleaning?

Not necessarily. If you are unable to be home at the scheduled time, I just need access to the home which can be prearranged prior to the appointment. (Many of my existing clients will run errands once I get started on their window cleaning). At the end of the job, I will leave an invoice and lock up all doors as I leave. After you have inspected the work and are completely satisfied, you can just send the payment in the mail.

What if it rains on the day of my scheduled appointment?

If it is raining heavily, I will generally still arrive as scheduled and clean the interior of the windows. I will come back on the next available date to complete the exteriors. No payment will be due until completion of all work.

Do you have a minimum charge for appointments?

I have a minimum charge of \$125 for my window cleaning services.

Do you offer phone estimates?

I do offer phone estimates. These estimates are rough estimates to see if I am within your budgeted amount for window cleaning and usually do not vary by much in price (typically 15% - 20%) if the information given over the phone is accurate and the number of windows are counted correctly. Upon arrival, after scheduling your window cleaning from a phone estimate, I will walk around the exterior of your home to get a complete window count and evaluate the landscape (for ladder work) and give you a firm estimate. If the estimate is significantly more than originally agreed upon, there is no obligation on your part to proceed any further if you do not feel comfortable with the new price.

How long is the estimate good for?

Typically an estimate is valid for 90 days. However, I review my pricing annually to see if it requires adjustment and your estimate may not be affected for quite some time, if at all.

Do you offer any discounts?

No, I offer fair and competitive pricing. Many companies will pre-inflate their prices prior to offering a discount. I don't believe in this type of business practice. I know what I need to operate my business successfully and if I am able to complete a job sooner than anticipated, your final invoice will be reduced. I believe in being very fair and honest with my client's and that keeps me coming back year after year.

How far in advance do I need to get on your schedule?

Normally I can get you on the schedule within a week or two. However, during my busy season (April/May/June and November/December) it may take up to four to six weeks to get scheduled. I do occasionally get last minute cancellations and therefore keep a waiting list for those that request it. I do recommend that if you need your windows cleaned by a specific date that you contact me early enough in advance to ensure that I can take care of your home.

Are you insured?

Yes, I am licensed and insured. I have a general liability policy with up to \$2,000,000 in coverage. I carry my business license and insurance policy with me at all times for my clients to review.

Do you have references?

If requested, I will supply references at any time.

Do you work on weekends?

I normally do not work on the weekend. However, I occasionally will schedule weekend appointments if absolutely necessary. This is not a common practice and typically will only do so if my family has no immediate plans.

What time can I expect you at my home to start cleaning and how long will it take?

Normally, I will arrive between 8:30 and 9:30 AM to begin working at your home. Every job is different and cleaning times will vary. I will inform you of how long I anticipate the job to take. Since I work alone, some very large jobs may take a couple of days to complete.

How many employees will be at my home?

Absolute Window Cleaning consists of just myself as owner and operator. I will be the only one on site cleaning your home. This is done to give you the peace of mind knowing that only one person is in your home at a time and that person is the owner of the company.

How frequently should I have my windows cleaned?

About 85% of my client base has their windows cleaned annually. Some will want to have the exteriors done every six months, and others want theirs done quarterly. I send out a reminder card about 11 months after the last cleaning, but ultimately, I leave the decision up to my clients to let me know when they will require my services. I don't believe in high pressure sales techniques.

What if I need to cancel my appointment?

I understand that circumstances may arise that will require you to cancel an appointment. I only ask that you give me at least 24 hour notice so that I can reschedule another client that may be on my waiting

list. I typically call a day or two prior to the scheduled appointment as a reminder. I do charge my minimum charge of \$125 if I arrive and no-one is there to allow access to the home which results in the job unable to be completed.

What type of payments do you accept?

I accept Checks, Cash, Visa, Mastercard, Discover and Debit Cards.

When do I pay for the work?

Typically, payment is due upon completion only if you are completely satisfied with the work. If you are not home at the time of completion, I will just leave an invoice. The terms are net 30 days.

Do you have any late fees?

After 30 days I will send out another invoice stamped "Past Due". If payment is not received within 7 days, then a 5% charge is added to the total invoice for every consecutive 30 days past due.

Do you guarantee your work?

Yes, I do guarantee my work and you will not be fully invoiced until you are completely satisfied.