

As a valued customer, we thank-you for entrusting us to carry out your stone care project we appreciate your business. We are very sensitive to the personal nature of working in someone's home and our technicians conduct themselves with all the tact, good manners, and courtesy that our clients expect. We take great care to protect your belongings and the area surrounding our work. Hill Country Stone Care aims to offer clients professional experience. These following Terms and Conditions set out the rights and responsibilities of you the client and Hill Country Stone Care in the performance of this Service Agreement.

WHAT WE PROVIDE TO YOU AS A CLIENT

Natural Stone, Terrazzo & Concrete: As a customer of Hill Country Stone care, it is important to understand that natural stone is a product of nature, and it will have inherent variations in color, veining and fissures. Natural stone will also vary in mineral composition such as calcium, quartz, mica, iron, and silt. These minerals can react to temperature changes, water, moisture, hydrostatic pressure, Sun/UV light and water minerals. In addition, natural stone will also react with stone treatment chemicals such as cleansers, sealers, and polishes. Our customers must understand that natural stone, tile, grout, terrazzo, and concrete may react differently from one another due to a difference in composition and color. This is especially true if there is no slip-sheet (anti-fracture, waterproof membrane) or if an improper type of slip-sheet was used under a stone floor. Therefore, even resurfacing/honing, cleaning, sealing, and polishing to industry standards can result in some variations in luster, shine, color, texture, undulation/waviness, and overall appearance.

Travertine: A common product used for stone floors is formed with an inherent characteristic of natural voids/holes. The process we provide will not cause or increase these voids/holes. We offer the service of color matching and filling these voids. Any void one-sixteenth of an inch (1/16") and smaller in diameter or in depth may not accept a fill due to the small size nor can we warrant these small voids will hold.

Granite Counter Tops: We guarantee sealant treatment for up to one (1) year if proper care and maintenance guidelines are followed. Hill Country Stone Care cannot guarantee against etching, chemical damage, and water intrusion from standing water, corrosion from metal reinforcements or wear. Hill Country Stone Care cannot guarantee against spaling. (Spaling is a condition caused when water is left standing on the granite for an extended period. It is therefore important to dry areas thoroughly, especially near sinks.)

Processes: Refinishing work will not cause swelling or expansions of the stone or efflorescence (water migration and deposits from the concrete slab). Cleaning or honing of stone may expose pre-existing fissures, stress fractures or cracks because the stone was soiled and was not visible. Grout may come loose during our processes especially if the floor has a sub-floor or is elevated. In some cases air pockets are formed during installation of the stone which can cause hollow tiles. This is not caused by the weight of the equipment or cleaning and honing process.

Sealing: We apply the industry's best products specific to the type stone, tile, grout, terrazzo, or concrete surface in your home or business. We will provide MSDS and Product Data Sheets for each type of sealant if available and upon request. During any interior sealing process, we will ventilate your home or property if warranted. After completion, we suggest keeping windows open for two (2) hours for adequate ventilation and dissipation of any odors / chemical gassing. All sealing and finishing processes are ADA compliant for slip co-efficiency. NOTE: Sealing does not prevent etching. The inherent natural characteristics of stone, tile, grout, and concrete mean that despite or best-efforts outcomes can vary and, in some circumstances, may not match the client's expectations one hundred percent (100%).

SPECIFIC TERMS AND CONDITIONS OF THIS AGREEMENT

Our Obligations: Hill Country Stone Care agrees to furnish and provide the necessary labor, materials, tools, implements, knowledge, and expertise to perform and complete all work to the specifications contained within the original proposal and in accordance with industry standards for the care and restoration of stone, tile, grout, terrazzo, and concrete. We will apply our best efforts and employ all our years of experience to achieve the best results possible. Prior to project commencement we are happy to provide samples or test areas that represent the final finish to our work.

Clients Obligations and Considerations: It is the responsibility of the client to understand and undertake preparations to allow Hill Country Stone Care to commence and complete its assignment. Please have all work surfaces agreed upon in the quote / proposal cleared off for work to be completed. Any workspace not cleared off, will not be addressed by Hill Country Stone Care. If another contractor's simultaneous work impedes Hill Country Stone Care from completing proposed work, that affected work area will not be completed. If that impeded work surface is the entire proposed work for Hill Country Stone Care, refer to the Cancellation Policy portion of this agreement. Owner/Contractor understands that where Hill Country Stone Care is being engaged to repair, correct, or enhance the work previously performed by others we only warrant our work and not any previously carried out by other parties.

Pets: Hill Country Stone Care is not responsible for securing pets or maintaining pet wellbeing. Please secure all pets in a secure and safe area outside the scope of work prior to our arrival for service and during the period of requested services until our crew has left.

Furniture & Appliances: Furniture over eighty pounds (80lbs) per worker present will not be removed / moved except at the discretion of Hill Country Stone Care. Large furniture will be shuffled from room to room to expose floors for access to the best of HCS ability. Please clear all countertops, showers and small items from floors and work areas prior to service. Hill Country Stone Care will not be held responsible for items damaged when they are moved so the agreed upon work can be completed - unless the item was damaged due to gross negligence by Hill Country Stone Care. The client is requested to please remove all valuable art pieces, jewelry, and valuables away from work areas prior to our arrival. We will not disconnect or remove appliances and electrical devices. (Washer, dryer, refrigerators, exercise equipment, computers). Hill Country Stone Care is not responsible for damages to items that should be removed / stored / or generally kept out of the way of a work crew. Hill Country Stone Care will ask for items that appear valuable to be secured by the client. Additionally, items which may obstruct or delay the progress of the agreed upon scope of work will be requested to be moved to a safe location by the home / business owner whenever possible.

Power: We will not be responsible for power surges or outages and shorting electrical devices. Televisions, computers, stereos, and other sensitive electronics should be disconnected prior to service. We use standard 120-volt outlets. If circuit breakers are "tripped", we will attempt to re-set whatever breaker tripped and inform you.

Terms: Projects over Five-Thousand Dollars (\$5,000.00 / USD) require a Fifty Percent (50%) deposit at time of contract with the balance due upon completion. Owner / Contractor must be present at job completion for inspection, approval, and payment. We will provide conditional waiver and release forms, insurance certificates, lien releases and W9's as needed.

Cancellation Policy: Customers who decide / need to cancel a scheduled job may do so without question if they cancel more than forty-eight (48) hours in advance. Cancellation in writing is preferred and protects all parties. Hill Country Stone Care prides itself on being timely and efficient, we ask our customers to respect our time, as we respect theirs. Customers who cancel a scheduled job with less than forty-eight (48) hours' notice incur either a three-hundred-dollar (\$300.00) or ten percent (10%) of the original scheduled work total (excluding tax) cancellation fee, whichever is greater. If Hill Country Stone Care can re-schedule a different job in the customer's cancelled job slot, then at the discretion of Hill Country Stone Care, they can waive any cancellation penalty / fee.

Acts of Nature — Unforeseen Circumstances: All parties understand that Texas weather is unpredictable. No fee will be incurred if the cancellation is due to natural disaster, severe weather, or other unforeseen circumstances that affect more persons than the customer scheduled. Equally, Hill Country Stone Care will immediately inform the customer if they are unable to complete a job on a scheduled date and explain the circumstances for the cancellation. At the discretion of Hill Country Stone Care, if a job is to be re-scheduled because of a fault of Hill Country Stone Care, a reduction in price for work to be completed on a rescheduled date can be discussed / offered.

Notice to Payor: Under Texas Property Code - CHAPTER 53. MECHANIC'S, CONTRACTOR'S, OR MATERIALMAN'S LIEN - any contractor, subcontractor, labourers, supplier, or other person who helps to improve your property but is not paid for his work or supplies, has a right to enforce a claim / place a lien against your property by following the proscribed laws / procedures outlined in the above referenced Texas Property Code Chapter. Hill Country Stone Care

cannot accept liability for loss or damage arising where the company exercises reasonable care and skill in the performance of its duties and where there is no evidence of negligence on the part of the company, its employees, or officers.

Warranty: Hill Country Stone Care hereby warrants all labor and materials furnished and work performed in conjunction with the original proposal in accordance with the contract documents and authorizations. Sealant is guaranteed up to one (1) year when proper care is employed. We cannot warranty or guarantee etching, chemical damage, water intrusion, spaling, corrosion, dirt/grime, or wear. Hill Country Stone Care is being hired to re-condition, repair, correct or improve the present condition of the Stone, Tile, Grout, Terrazzo and Concrete surface. Hill Country Stone Care promises it will use high-grade products free of defects and expert methods adhering to industry standards.

Acceptance: Upon receipt of written acceptance of the scope of work quoted by Hill Country Stone Care, your acceptance confirms your understanding and acceptance of all terms and conditions provided above. As the Customer and/or qualified representative, you agree and authorize Hill Country Stone Care to furnish all materials and labor required to complete the work in the original proposal. You agree to pay Hill Country Stone Care the amount mentioned in the quote / contract / proposal when the work is complete.

Multi-Property Discount Terms: Hill Country Stone Care is pleased to offer a special promotion designed to provide added value to our clients managing multiple properties. Our Multi-Property Discount is structured to encourage and reward the simultaneous booking of services for several locations. Below are the terms and conditions governing this discount:

1. **Eligibility:** This discount is available for clients who book services for up to five (5) separate properties under the same client's name or entity.
2. **Discount Structure:** A progressive discount is applied to each property, culminating in significant savings for the fifth property. Specifically, the fifth (5th) property booked will receive a fifty percent (50%) discount off the total bill for that property. The lesser of two properties gets the larger discount, progressively.
3. **Maximum Discount Value:** The maximum savings attainable under this promotion is Two Thousand Dollars (\$2,000.00). Consequently, jobs for the fifth property valued over Four Thousand Dollars (\$4,000.01) will benefit from a Two Thousand Dollar (\$2,000.00) reduction in the total bill.
4. **Combined Booking Requirement:** To qualify for this discount, all jobs must be agreed upon and scheduled simultaneously. This ensures efficient planning and resource allocation, allowing us to pass on these savings to our valued clients.
5. **Service Agreement:** All parties involved must agree to and sign Hill Country Stone Care's Service Agreement prior to the commencement of any services. This agreement outlines our commitment to quality, timelines, and the specific terms under which our services will be provided.
6. **Final Provisions:** Hill Country Stone Care reserves the right to modify, extend, or terminate this promotion at any time without prior notice. The Multi-Property Discount cannot be combined with other promotions or discounts and is subject to availability.

By leveraging our Multi-Property Discount, clients can significantly enhance the care and maintenance of multiple properties while achieving considerable savings. We are dedicated to delivering exceptional service and value to all our clients, ensuring your properties remain in pristine condition.