Terms of Service

Last updated: October 21, 2026

Thanks for choosing Noble Solutions. We're a licensed and insured, owner-operated soft wash and power wash company in Olivet, Michigan, run by Michael Raupp. These Terms explain how we work together. We've kept them short and in plain English. If anything is unclear, just call or text us.

1. Acceptance

By accepting a quote, booking a service, or paying an invoice, you agree to all of these Terms.

2. Who You Are

You confirm that you own the property, or that you're authorized by the owner to approve the work.

3. Quotes

- Quotes are good for 30 days.
- Quotes are based on what we see or what you tell us. If the site turns out different (size, buildup, access, or condition), the final price may change. We'll talk with you before doing extra work.
- Bundle pricing for two or more services is quoted in person only.

4. Discounts

- 10% military or senior discount
- 15% multi-job discount
- 15% service contract discount

One discount per job. Discounts can't be combined.

5. Scheduling and Weather

We work outdoors, so weather matters. If rain or wind makes the work unsafe or less effective, we'll reschedule at no charge and let you know as soon as we can.

6. Customer Prep (Required)

Before we arrive, please:

- Make sure we can reach a working outdoor water spigot.
- Close all windows and doors.
- Move vehicles away from the work area.
- Remove or secure personal items, decorations, furniture, toys, and fragile or valuable items from the work area.
- Keep pets and children inside.

Noble Solutions isn't responsible for items left in the work area.

7. Access, Water and Power

You agree to give us access to the work area and to let us use your outdoor water, and power if needed, at no charge.

8. Plants and Cleaning Solutions

Soft washing uses bleach-based cleaning solutions. We pre-rinse and protect plants and landscaping, and rinse again after. We take care, but we can't guarantee every sensitive plant will be unaffected.

9. Pre-Existing Damage and Conditions

Washing can show or worsen problems that are already there. We're not responsible for existing damage or conditions, whether visible or hidden. This includes:

- Oxidation, loose or failing paint, and old stains
- Loose or failing siding, caulk, window seals, and screens
- Gutters, shingles, and damaged or rotted wood
- Cracked concrete, loose mortar, and rust
- Outlets and fixtures
- Leaks through openings that are already compromised

Some stains, like rust, oil, and deep organic stains, may not fully come out. We'll do our best and be honest with you about what to expect.

10. Unforeseen Circumstances

We're not liable for damage caused by hidden defects, prior improper installation, weather, or conditions we couldn't reasonably see.

11. Property Damage and Claims

If you think we caused damage:

- Tell us in writing (text or email is fine) with photos within 48 hours of the service.
- Report it before making any repairs.
- Give us a fair chance to come out and inspect.

Claims that don't follow these steps may not be covered.

12. Limitation of Liability

To the extent Michigan law allows, our total liability for any service is limited to the amount you paid for that service. We're not liable for indirect or consequential damages, such as lost time, lost income, or loss of use.

13. Satisfaction

We want you happy with the job. If we missed a spot, call or text within 48 hours and we'll come back and take care of it.

14. Payment

- Payment is due when the work is complete.
- We accept payment through Square, by invoice or pay link.
- Late fees may apply to overdue balances.

15. Cancellations

Please give us at least 24 hours' notice if you need to cancel or reschedule. It helps us serve other customers.

16. Service Contracts

Service contracts cover recurring cleanings on an agreed schedule. Your contract will list the services, schedule, and price. These Terms apply to every visit. Either side may end a contract with reasonable notice. Work already done is still due.

17. Photos

By booking, you give Noble Solutions permission to use photos of the job for marketing, including Facebook, TikTok, our app, and other commercial use. We won't show addresses or faces, and you can opt out anytime by telling us.

18. Text Message Reminders

By booking, you agree to receive appointment reminder texts 24 hours and 1 hour before your visit. Message and data rates may apply. Reply STOP to opt out at any time.

19. Privacy

We only use your information to provide our services and contact you about them. We don't sell your information.

20. Insurance

Noble Solutions is licensed and insured. Proof of insurance is available on request.

21. Governing Law

These Terms are governed by the laws of the State of Michigan.

22. Changes

We may update these Terms from time to time. The version posted at the time of your service applies.

Contact

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Michael Raupp, Owner

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Customer Acknowledgment

☐ I have read and agree to the Noble Solutions Terms of Service.