

Terms and Conditions

Effective Date: 1/1/2026

These Terms and Conditions (“Terms”) govern your use of services provided by Apex Hood Cleaning (“Company,” “we,” “us,” or “our”), including our website, communications, and SMS/text messaging services. By using our services, you agree to these Terms. If you don’t agree, don’t use the services—it’s that simple.

1. Services

Apex Hood Cleaning provides commercial kitchen exhaust and hood cleaning services. All services are subject to availability, scheduling, and acceptance by the Company.

2. Communication Consent

By providing your phone number, email address, or other contact information, you consent to receive communications from Apex Hood Cleaning, including:

- Appointment confirmations and reminders
- Service updates and notifications
- Invoices, billing notices, and customer service messages

Communications may be sent via phone call, email, or SMS/text message.

3. SMS/Text Messaging Terms (10DLC Compliance)

If you opt in to receive SMS messages from Apex Hood Cleaning:

- Message frequency varies
- Message and data rates may apply
- You can opt out at any time by replying **STOP**
- For assistance, reply **HELP** or contact us directly

Consent to receive text messages is **not a condition of purchase**. Mobile numbers will **not** be sold, rented, or shared for marketing purposes.

4. User Responsibilities

You agree to:

- Provide accurate and current contact and service information
- Ensure access to the service location at the scheduled time

- Comply with applicable safety, health, and operational requirements

Failure to meet these responsibilities may result in service delays, rescheduling, or additional charges.

5. Scheduling, Cancellations, and No-Shows

Appointment scheduling and cancellation terms may be communicated at the time of booking. Missed appointments, late cancellations, or lack of site access may result in fees.

6. Payment Terms

Payment terms, pricing, and invoicing will be provided prior to or at the time services are rendered. Late payments may be subject to additional fees as permitted by law.

7. Intellectual Property

All content, branding, logos, and materials used by Apex Hood Cleaning are the property of the Company and may not be copied, reproduced, or used without prior written consent.

8. Limitation of Liability

To the maximum extent permitted by law, Apex Hood Cleaning shall not be liable for indirect, incidental, consequential, or special damages arising from the use of our services or communications. Our liability, if any, is limited to the amount paid for the services in question.

9. Indemnification

You agree to indemnify and hold harmless Apex Hood Cleaning from any claims, damages, or expenses arising from your misuse of our services, failure to comply with these Terms, or violation of applicable laws.

10. Privacy

Your use of our services is also governed by our Privacy Policy, which describes how we collect, use, and protect your information. That policy is incorporated by reference.

11. Modifications to Terms

We reserve the right to update or modify these Terms at any time. Changes will be effective upon posting. Continued use of our services constitutes acceptance of the revised Terms.

12. Governing Law

These Terms are governed by the laws of the state in which Apex Hood Cleaning operates, without regard to conflict of law principles.

13. Contact Information

For questions regarding these Terms, contact us at:

Apex Hood Cleaning, Inc.

PO Box 11519

Olympia, WA 98508

(877) 866-3473

info@apexhoodcleaning.com