



ADD-ON SERVICES TERMS

Version 2.0 · Effective August 1, 2026 · Supersedes all prior versions

These Terms govern à la carte services provided by LVL Up Homes, LLC alongside, or independently of, a bin cleaning subscription. They apply when you request an add-on service and approve the quote or request for it. Selecting an add-on does not change the terms of your bin cleaning plan.

SOME SERVICES ARE NOT YET AVAILABLE

We are still bringing several exterior services online. Each one is marked in Section 1. Pricing for services marked **Coming soon** is indicative and is confirmed at quote before any work is scheduled.

1 SERVICES AND PRICING

1.1 Per bin, added to a cleaning visit

Service	Price	Basis	Status
Signature Scent Finish	\$5	per bin, per visit	Available now
EPA Disinfectant Treatment	\$8	per bin, per visit	Available now

Both are included in the Premium Clean subscription. They are offered separately to Essential subscribers only, and are not eligible for the subscriber discount in Section 4 for that reason.

1.2 Surface and exterior services

Service	Price	Basis	Status
Garage Floor Spot Clean	\$40	per visit, on the spot	Available now
Bin Corral / Pad Cleaning	\$50	one time, or \$25/mo	Coming soon
Patio / Concrete Spot Clean	\$100	up to 200 sq ft	Coming soon
Fence Base Washing	\$100	up to 100 linear ft	Coming soon
Gutter Exterior Cleaning	\$120	front of house	Coming soon
Driveway Surface Clean	\$150 or \$225	1 to 2 car	Coming soon
House Exterior Washing	\$150 to \$725	by size and tier, Section 3	Coming soon

2 PER BIN SERVICES IN DETAIL

2.1 Signature Scent Finish

A light botanical scent spray applied inside each bin after cleaning. Three finishes are available:



ADD-ON SERVICES TERMS

Version 2.0 · Effective August 1, 2026 · Supersedes all prior versions

Finish	Character	
Golden Hours	citrus	Default
Clean Slate	cedarwood	
The Calm After	sage and lavender	

If you do not state a preference we apply **Golden Hours**. You may change your finish at any time by contacting us. Premium Clean subscribers receive this as part of their plan and cannot add it separately.

2.2 EPA Disinfectant Treatment

An EPA-registered disinfectant applied after cleaning, used at the concentration and dwell time stated on its label. Premium Clean subscribers receive this as part of their plan and cannot add it separately.

Tell us in advance of any known chemical sensitivity in the household. We are not liable for individual sensitivities or reactions where we were not informed.

3 HOUSE EXTERIOR WASHING

Priced by the home's total finished square footage, taken from public property records or provided by you, and by the tier you select. Homes over 4,500 sq ft or with unusual footprints are quoted after an on-site assessment.

Square footage	Front only	Front and both sides	Full house
Up to 1,500 sq ft	\$150	\$250	\$325
1,501 – 2,500	\$200	\$300	\$425
2,501 – 3,500	\$250	\$400	\$550
3,501 – 4,500	\$325	\$500	\$725
4,500+ sq ft	Custom quote	Custom quote	Custom quote

- Performed as a **soft wash**: low pressure with a professional sodium hypochlorite and surfactant solution, which is the industry approach for vinyl, brick, stucco, and painted surfaces.
- We walk the property with you first to identify windows, trim, landscaping, and any sensitive surfaces.
- Close all windows and doors before the visit. Move or cover outdoor furniture, potted plants, and decorative items near the work area.
- This is a **standalone appointment**. It is not added to a bin cleaning visit, though it can be paired with a driveway wash.
- Gutter exterior cleaning is not included. Ask about pairing the two.
- We are not liable for pre-existing paint peeling, oxidation, chalking, wood rot, or damage to surfaces already compromised before we arrive. We may ask you to acknowledge condition in writing for older or visibly deteriorated

exteriors.

4 SUBSCRIBER DISCOUNT

Active subscribers save up to 20%

If you hold an active bin cleaning subscription you receive up to **20% off** add-on services, and first access to add-on appointment slots. The more services you bundle, the more room we have on price, because route density is what makes the discount possible. Ask for a bundle quote.

- The discount is assessed per service and per customer, based on scheduling fit and route density. It is confirmed in writing at quote.
- The Signature Scent Finish and EPA Disinfectant Treatment are **not eligible**, since both are already included in the Premium Clean subscription.
- Discounts are applied at invoicing, before payment is captured.
- Add-on discounts cannot be combined with a referral discount or another promotion on the same service.

5 SCHEDULING AND ACCESS

- Recurring add-ons are performed on your regular bin cleaning day where that is operationally workable.
- Standalone services are scheduled separately. Saturday scheduling may be used at our discretion for route efficiency, regardless of preference.
- You must ensure the work area is fully accessible on the scheduled day, including gates, and clear of vehicles, furniture, and personal items.

\$50 trip fee on standalone visits

If we cannot access the work area on a **standalone or dedicated visit**, a **\$50 trip fee** applies, because a route slot was reserved for you. Cancel or reschedule with at least **48 hours' notice** and there is no charge. There is no trip fee on add-ons performed during a regular bin cleaning visit.

6 OUR RIGHT TO DECLINE

We may decline or discontinue any add-on service where site conditions are unsafe, unsuitable, or outside normal service parameters. You will be told promptly and any amount prepaid for a declined service is refunded in full, with no retention and no fee.

7 LIMITS AND LIABILITY

We perform every add-on with reasonable professional care. Results depend on the age, material, and prior condition of the surface. We are not responsible for pre-existing damage, surface defects, or conditions that prevent a satisfactory result.

Limit of liability

Our total liability for any claim shall not exceed **the greater of** the amount you paid for the service giving rise to the claim, **or** the total amount you paid us in the three months immediately before it. We are not liable for indirect or consequential loss. Nothing here limits liability that cannot be limited by law.

8 CANCELLATION

- **Recurring add-ons:** cancel with 14 days' written notice to help@lvluphomesllc.com or through Client Hub.
- **One-time and standalone services:** cancel or reschedule at no charge with at least 48 hours' notice. Inside that window the trip fee in Section 5 may apply.
- Cancelling an add-on has no effect on your bin cleaning subscription, and cancelling your subscription ends any recurring add-on with it.
- Refunds are handled under the LVL Up Homes Cancellation & Refund Policy.

9 GENERAL

- These Terms sit alongside the Residential Service Terms and the Cancellation & Refund Policy. Where an add-on question is not answered here, those documents govern.
- Dispute resolution, including the arbitration provision and class action waiver, is set out in Section 11 of the Residential Service Terms.
- Governed by the laws of the State of North Carolina.
- Material changes are emailed to active customers at least 30 days before taking effect.
- Questions: help@lvluphomesllc.com · (919) 323-2208 · lvluphomesllc.com

How you accepted these Terms

By requesting an add-on service and approving the quote or request for it, you agreed to the version of these Terms published at lvluphomesllc.com/terms on that date. No signature is required. This is **Version 2.0, effective August 1, 2026**. Superseded versions remain available on request.