



## Agreement to Terms

By accessing this website or hiring Phoenix Crawlspace Solutions LLC (“Company,” “we,” “us,” or “our”), you agree to be bound by these Terms of Service.

If you do not agree, please do not use our website or services.

### Services Provided

Phoenix Crawlspace Solutions LLC provides residential crawlspace services including but not limited to:

- Crawlspace inspections
- Encapsulation
- Vapor barrier installation
- Mold treatment
- Drainage improvements
- Sump pump installation
- Structural moisture control solutions

All services are subject to inspection, site conditions, and written agreement.

### Estimates & Pricing

- All estimates are based on visible and accessible conditions at the time of inspection.
- Final pricing may change if additional issues are discovered during service.
- Estimates are valid for 30 days unless otherwise stated.
- Pricing may vary depending on crawlspace size, accessibility, condition, and material costs.

### Payment Terms

- A deposit is required before work begins.
- Remaining balance is due upon completion unless otherwise agreed in writing.
- We reserve the right to suspend or withhold services for non-payment.
- If you finance, you must be approved before services are started.

## **Access to Property**

Customer agrees to:

- Provide safe and clear access to crawlspace and work areas.
- Remove personal belongings from work zones.
- Ensure utilities (if required) are active and accessible.

We are not responsible for delays caused by restricted access.

## **Site Conditions & Unforeseen Issues**

Crawlspaces are concealed environments. The Company is not responsible for:

- Pre-existing structural damage
- Hidden mold, rot, or pest damage not visible during inspection
- Conditions concealed behind insulation or materials
- Hazardous materials (including asbestos)

If additional work is required, written approval will be obtained before proceeding.

## **Limited Warranty**

If applicable, warranties will be provided in writing and may include:

- Workmanship warranty indefinite

Warranty does not cover:

- Damage caused by flooding, natural disasters, plumbing leaks, or structural shifts
- Unauthorized alterations or third-party repairs
- Neglect or failure to maintain the system

## **Limitation of Liability**

To the fullest extent permitted by law:

- The Company shall not be liable for indirect, incidental, or consequential damages.
- Total liability shall not exceed the amount paid for the specific service performed.

## **Website Use**

Users agree not to:

- Misuse the website
- Attempt unauthorized access
- Copy or reproduce content without permission
- Submit false information through contact forms

All website content is owned by Phoenix Crawlspace Solutions LLC.

## **Cancellation Policy**

- Customers may cancel scheduled services with at least 24 hours notice.
- Deposits are non-refundable if materials have been ordered or work has begun.

## **Governing Law**

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

Any disputes shall be resolved in the appropriate courts located in Tennessee.

## **Changes to Terms**

We reserve the right to modify these Terms at any time. Updates will be posted on this page with a revised effective date.

## **Contact Information**

Phoenix Crawlspace Solutions LLC

931.698.7355

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