



POLAR DRY ICE CLEANING LIMITED-TERMS AND CONDITIONS FOR BITUMEN REMOVAL

Welcome to Polar Dry Ice Cleaning Limited! We're dedicated to delivering the highest quality service to our clients. Before you utilise our services, it's essential to carefully review the following terms and conditions. By utilising our services, you agree to abide by our terms and conditions.

Bitumen Removal with Dry Ice:

Removing bitumen with dry ice demands a customised cleaning process. The approach we adopt depends on the thickness of bitumen and the type of material that needs to be removed from its surface.

It's important to note that the final appearance of the surfaces are uncertain until the dry ice blasting process reveals the surface beneath any coatings. Each area is unique, and the outcome may vary; therefore, we cannot be held liable for any deviations from our clients' expectations.

After dry ice blasting, the surfaces must be allowed to dry thoroughly to ensure the evaporation of any natural moisture. Dry ice can induce condensation on surfaces due to any natural humidity.

Dry ice blasting may result in the removal of surfaces that are already damaged and we bear no responsibility for the surface condition in such cases. If this is to occur, Polar Dry Ice Cleaning Limited are not to be held liable for any repairs or making good of the areas.

We do not assume responsibility for any loose or flaking surfaces, and we do not include any allowances for repairs or decorations in our estimate.

While we strive to provide accurate estimates, we cannot anticipate unforeseen challenges, such as the removal of certain undercoat primers or fillers under the coatings that take longer than expected.

If any issues arise during the project, our team will promptly notify the client and our office for further guidance. Such challenges may lead to increased dry ice medium consumption, which we will also communicate to the client.

Dust and Dirt:

We kindly request clients, where applicable, to remove all loose items from the working areas before we commence our services.

Our work involves using high volumes of compressed air, which cannot be entirely contained. During the dry ice blasting process to remove bitumen from surfaces, there will be the generation of fine dust particles (micro paint particles) and debris.

To mitigate dust generation, we employ preventive measures, including localised protection and extract ventilation systems within the working areas if suitable. We will also cover the floors, other surfaces and doorways with protective sheeting to allow for easy removal of large dust and debris, if suitable. These decisions will be made on site at point of working. If there are any areas where the client is particularly concerned about, we welcome them to carry out works prior to our arrival to protect areas they wish to.

Our team will perform a general cleanup and vacuuming of the immediate working area to remove the dust from the process. However, we cannot accept liability if dust settles in areas beyond our

control and after we vacate site, and we are not responsible for deep cleaning services that may be deemed necessary by the client.

Sign off:

On the completion of works, the team from Polar Dry Ice Cleaning Limited will require the client to inspect the completed works and to sign off as completed. This is your acceptance of paying our invoice in full upon completion without delay. Payment of our invoice is not solely dependant on client sign off.

We do however expect the client to inspect the works during the cleaning process and to raise any questions with the onsite team.

It is the sole responsibility of the client to ensure that they have read this document in full.

If you have any questions or concerns about these terms and conditions, please do not hesitate to contact us.

Thank you for choosing Polar Dry Ice Cleaning Limited.