**Graffiti Removal Disclaimer & Acknowledgement**

This document forms part of the service agreement between **Pro Serve Exterior Cleaning Pty Ltd (“the Contractor”)** and the **Client**.

**1. Scope of Works**

The **Contractor** will undertake graffiti removal using methods considered safe and effective for the identified surface(s).

The **Contractor** will take all reasonable care in the removal process and inform the **Client** should any issues arise.

**2. Acknowledgement of Risk**

The **Client** acknowledges and accepts that:

* Graffiti removal may not result in full restoration of the original surface finish.
* “Ghosting” or shadowing of graffiti may remain visible following treatment.
* Certain surfaces (e.g., painted walls, porous masonry, signage, plastics, coated or aged materials) are more prone to discoloration, etching, or damage during the removal process.
* The **Contractor** will use professional judgement in selecting methods and products but cannot guarantee that damage or visual inconsistencies will not occur.

**3. Limitation of Liability**

The **Contractor** accepts no liability for:

* Pre-existing defects, deterioration, or weaknesses in the surface.
* Any change in colour, finish, or appearance of the treated surface.
* Costs associated with repainting, resurfacing, or replacement of materials where graffiti removal alone cannot achieve the desired result.

**4. Client Responsibility**

The **Client** agrees to:

* Accept responsibility for outcomes that are a natural consequence of graffiti removal.
* Authorise the Contractor to proceed with the works under these terms.

**5. Agreement**

**By the Client instructing the Contractor to proceed with any/all works involving graffiti/stain removal, the above terms are agreed upon by both parties.**