



Dear Valued Customer:

A pest-free environment in your home or business is our goal. In order to help us better serve you, this letter contains an outline of what to expect from our services, our company's service policy, and our company's appointment policy.

At Bug Hunters Pest Control, we treat a wide range of structures for a variety of pests—from large commercial buildings to very small cabins in remote locations. Because of this, we travel long distances, and our technicians have full schedules every day.

General Service Policy

In order to be efficient in our practices and policies, we would like to provide you with a list of our services.

- **General Preventive:** Treatment for ants and spiders. If you are having trouble with wasps and you have located a nest on the property near the structure(s), the nest will be treated at time of service for no extra cost.
- **Wasp Treatment:** Offered to current customers at \$78 in-between regular treatments, so long as the customer has signed up for a three (or more)-treatment-per-year plan. This price is higher for customers who live in remote locations such as the North Fork area, the Swan Valley area, and the Polson area. Customers who receive monthly service will not be charged for a return visit to treat wasps on a structure; however, if the wasps are in the ground or on the property near the structure(s), there will be a \$45 charge.
- **Rodent Services:** Performed regularly. If your property was treated for rodents at your initial appointment, these services will be included in your service plan. If a rodent problem has developed on your property, please speak with your technician or call our office to have these services added to your treatment plan.
- **Specialized Treatments:** Because bed bugs, gnats, roaches, and fleas require more focused and intensive treatment, the cost for these services is higher. If you believe you have any of these pests in your home, please contact our office for more information regarding scheduling an appointment for treatment.
- **Crawl spaces** will be treated at the initial service. During follow-ups, at the discretion of the technician, a fee of \$45 or more may apply.

In most cases, we provide a control guarantee of a 75% - 95% reduction of insect pests. This is based on three factors:

1. **Frequency:** The number of treatments performed on your home each year directly affects the efficiency of the product. We recommend your home be treated at least 3-4 times each year; 1 in the spring, 1 in the summer, and 1 in the fall. For some properties, we suggest treatment on a monthly basis.

2. Soundness: Gaps in doors; windows; roll-up garage doors; and utility entries for pipes, electrical, etc., provide convenient points of access for pests. Sealing these areas will greatly increase the effectiveness of the treatments.
3. Landscaping: Having bark, grass, or dirt at the base of a structure greatly decreases the percentage of control because these mediums absorb the product we lay down. Our products are most effective when the structure is surrounded by small-diameter rock, asphalt, or concrete because the product remains on the surface of these mediums.

Please keep in mind that very high temperatures, frequent foot traffic, frequent vehicle traffic, and irrigation systems can reduce the percentage of control and may lessen the efficiency of the treatment.

Appointment Policy

We at Bug Hunters Pest Control understand that circumstances may arise which prevent you from being present at your home or business at the time of service.

If we have scheduled an appointment with you but you are not at the residence or business when the technician arrives and **have not contacted us to schedule a new appointment at least 48 hours in advance of the time of service**, the technician will treat the exterior of the structure(s) **at the agreed-upon follow-up rate**.

If the technician is turned away at a confirmed appointment at the time of service, a \$45 “show-up” fee may apply. If your home is in a remote location, the “show-up” fee **may be as high as \$98**. Also, if there is an unconfined dog on the premises and you are not present, but have given us permission to spray, the “show-up” fee will be charged, and we will notify you to reschedule the appointment. If you are not at the residence or business when the technician arrives and treats the exterior, you may schedule a follow-up appointment to have the inside of the structure treated **at a minimum cost of \$45; the price may be higher depending upon the scope of the job and the distance the technician is required to travel.**

We appreciate payment at the time of service. Our invoices are sent via email with an online payment option by credit card, or you can have a check ready to give the technician.

Thank you for choosing Bug Hunters Pest Control to create a safer, more enjoyable environment in your home or business. We value your business!

Scott Goodson
Owner/Operator, Bug Hunters Pest Control

I have read and agree to the General Service Policy and the Appointment Policy.

X

Customer Signature

Date

Terms and Conditions

1. FUTURE DAMAGE. Bug Hunters Pest Control is not responsible for and does not guarantee against present or future damage to the building or contents, or provide for the repair or replacement thereof. This agreement does not provide for the control of termites, fungus, beetles, or any other pests not indicated herein. This plan does not guarantee, and Bug Hunters Pest Control does not represent, that covered insects will not return to the Property.

2. PURCHASER'S RESPONSIBILITY. Your cooperation is important to ensure the most effective results from Bug Hunters Pest Control's service. Whenever conditions conducive to the breeding and harborage of pests are reported in writing by Bug Hunters Pest Control, and not corrected by you, Bug Hunters Pest Control cannot assure satisfactory service. If the conditions noted by Bug Hunters Pest Control are not corrected as required, all guarantees in this agreement shall automatically terminate and be canceled. Further, additional treatments in areas of such conditions that are not corrected as required shall be paid for by the customer as an extra service charge.

3. NOTICE OF CLAIMS/ACCESS TO PROPERTY. Any claim arising out of this Agreement must be made in writing by Purchaser to Bug Hunters Pest Control during the term of this Agreement. Purchaser must allow Bug Hunters Pest Control access to the identified property for any purpose contemplated by this Agreement. The failure to promptly allow Bug Hunters Pest Control such access will terminate this Plan without further notice.

4. NON-PAYMENT/DEFAULT. The obligation of Bug Hunters Pest Control hereunder is conditioned upon payment in full of the Initial charge and all regular service charges, and failure to pay such charges shall cancel this Plan in its entirety and discharge Bug Hunters Pest Control of any liability, and any amount paid shall become the property of Bug Hunters Pest Control.

5. DISCLAIMER.

A. **FORCE MAJEURE.** The liability of Bug Hunters Pest Control under this Agreement will be terminated if Bug Hunters Pest Control is prevented from fulfilling its responsibilities under the terms of this Agreement by reason of delays in transportation, shortages of fuel and/or materials, strikes, embargoes, fires, floods, quarantine restrictions, earthquakes, hurricanes, or any other act of God or circumstances or cause beyond the control of Bug Hunters Pest Control. Bug Hunters Pest Control reserves the right to adjust the service charge in the event of any such occurrences or happenings.

B. **OTHER INSECTS/ORGANISMS.** This Agreement provides for treatment and re-treatment for pests indicated herein. This Agreement does not provide for treatment of wood destroying beetles, fungi or any other wood destroying organisms.

C. **CHANGE IN LAW.** Bug Hunters Pest Control performs its services in accordance with the requirements of federal, state and local law. In the event of a change in existing law as it pertains to the services herein. Bug Hunters Pest Control reserves the right to revise the service charge or terminate this Agreement. **EXCEPT AS OTHERWISE PROHIBITED BY STATUTE OR PUBLIC POLICY, Bug Hunters Pest Control DISCLAIMS AND SHALL NOT BE RESPONSIBLE FOR ANY LIABILITY FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY PUNITIVE AND/OR LOSS OF ENJOYMENT DAMAGES. THE OBLIGATIONS OF BUG HUNTERS PEST CONTROL SPECIFICALLY STATED IN THIS AGREEMENT ARE GIVEN IN LIEU OF ANY OTHER OBLIGATION OR RESPONSIBILITY. EXPRESS OR IMPLIED, INCLUDING ANY REPRESENTATION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE**

6. ENTIRE AGREEMENT. This Agreement, these Terms and Conditions and the Inspection Graph constitute the entire Agreement between the parties and no other representations or statements, whether oral or written, shall be binding upon the parties.

7. PESTICIDE LABELS. UPON REQUEST BUG HUNTERS PEST CONTROL WILL PROVIDE PURCHASER WITH A COPY OF THE MANUFACTURER'S SPECIMEN LABEL FOR THE PESTICIDE(S) WHICH WILL BE USED TO TREAT THE PREMISES.