



General

Custom Bedbug, Inc. (the "Contractor") is not performing an inspection for wood destroying insects or fungi, as part of this service. Further the Contractor will not be held responsible or assume liability for (1) past, present, or future damages caused by biting or stinging insects, (2) any past, present or future damage to the structure and or its contents as a result of any insect, rodent or other type of pest activity or (3) any costs, compensation thereof, or expenses incurred by the customer as a result of any such insect or damages caused by the same.

Inspections. Failure to find visible evidence of bed bugs during an inspection does not insure that the area inspected is free of bed bugs. Bed bugs can easily escape visual detection, particularly when low-level infestations are present and during the early stages of an infestation.

Guarantees. The Contractor guarantees control of bed bugs for 30 days after the initial thermal treatment. The Contractor can offer an extended guarantee to qualifying customers for an additional fee. Customers who live in single family homes that have a low-level infestation and whose clutter level falls in an average range may qualify for an extended guarantee. Commercial customers and customers who live in multi-unit complexes (e.g. hotels, apartments, duplexes, assisted-living facilities, etc.) do not qualify for extended guarantees. If live bed bugs (not bite marks) are determined to be present within the guarantee period, the Contractor will re-treat as necessary. A canine inspection may be required for verification of live bed bug activity. The Contractor cannot guarantee that bed bugs will not be reintroduced from outside sources. **Services that do not include Thermal Remediation DO NOT qualify for service guarantees.**

Cancellation. If the Customer needs to cancel or reschedule a service, the Contractor must be notified 48 hours before the scheduled service. If services are canceled less than 48 hours from the scheduled service time or a representative from the Contractor arrives for a scheduled visit and cannot perform the service, a charge of **\$500.00** will be applied to the customer.

Customer Acknowledgments

Responsibilities of the Customer. The following are necessary preparations to be performed by the Customer before any heat treatment is to be performed. If for any reason these procedures are not followed the Contractor cannot be held responsible for any injuries or damages. Failure of the Contractor to note any deficiencies to the following preparation list does not waive the responsibility of the Customer.

Key Arrangements. We must have access to all areas within the structure, including locked rooms or garages. **Please Make Key Arrangements Before The Day Of Service.**

Preparation Checklist. The Customer agrees to follow the terms of the Preparation Checklist provided by the Contractor. For insurance purposes, we request you remove and take with you any valuables you deem necessary, such as jewelry, furs, etc. We recommend that you remove any valuables, including, but not limited to, cash, jewelry, and personal items, from the (building/residence) prior to the Contractor's services. Customer understands that the Contractor and its insurers will not be responsible for the theft or disappearance of any personal property or contents from the building/residence during the treatment process.

Parking. The Customer is responsible for arranging adequate legal parking for the Contractor. Failure to arrange parking may result in a \$500 cancellation fee.

Fire, Sprinkler, Alarm, Gas, and HVAC Systems. The occupant must turn off any and all of these and similar units before treatment is to be performed by the Contractor. This includes turning gas off at the meter. No open flames or pilot lights are to be on or restarted until after the Contractor's treatments have been concluded. If the systems cannot be turned off for any reason before any services are performed, the customer understands the Contractor and insurers will not be held responsible for any damages to any property caused by any of these units, systems or similar mechanical items.

Chemical Sensitivity. If Customer or other occupants of the structure(s) believe they are or may be sensitive to pesticides, dusts or their odors, Customer must notify the Contractor in writing prior to treatment, including information on whether Customer or other occupants have consulted with a medical doctor or other healthcare provider regarding such sensitivity. The Contractor reserves the right, upon receipt of such notification, to deny or terminate service. Failure to provide notification represents Customer's assumption of risk and waiver of claims against the Contractor in connection with such sensitivity.

Mobile Homes. Due to the fragile nature in which mobile homes are constructed, some damage may or will occur to carports, roofs, roof rails, sidings, awnings or trim. Decorative ground cover will be disturbed and plastic beneath ground covering may or will be torn in order to get a proper ground seal. Contractor can assume no responsibility for damage to and/or replacement of any of these damages mentioned above. The Contractor cannot be held responsible for possible roof damage unless it is the result of gross negligence by the Contractor.

Regulatory Requirements. Should any bed bug services be necessary by the Contractor or its affiliates, but regulations prohibit specific bed bug service(s), (e.g. regulations regarding fire suppression systems and alarms) the Contractor shall have the option of terminating the Agreement and shall not be responsible for any damage resulting from the Contractor or its affiliates' inability to perform any bed bug services. Should future bed bug services be deemed necessary by the Contractor but regulations require any structural modifications, or modifications to fire suppression systems, to render such bed bug services, the Contractor will not bear the cost of any modifications to render services. In the event the Customer fails to make the necessary modifications, the Contractor shall have the option of terminating the Agreement and shall not be responsible for any damage resulting from the Contractor or its affiliates' inability to perform any services.

_____ Customer Initial

For further questions or more information please contact us

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