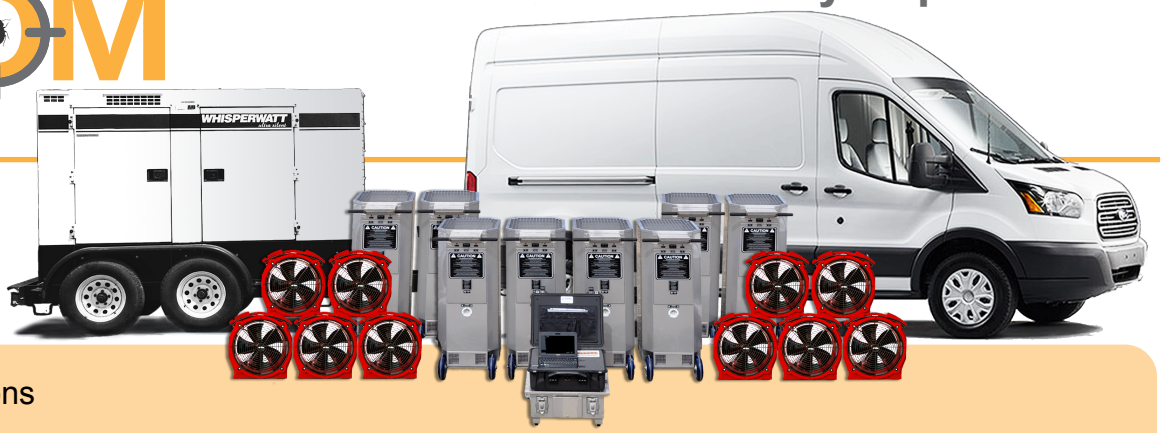
CUSTOM BEDBUG

Service Day Expectations



Service Day Expectations

Commencement of the Service:

- Custom Bedbug's service technician typically will arrive between 8 a.m. and 9 a.m.
- Vehicles will need adequate parking for the van and generator close to the nearest window or door.
- The technician will address any final questions and concerns, and may trade contact information with the customer.
- Leave items of concern in a box next to the front door.
- During a typically service the technician will apply a crack and crevice application on the interior of the structure.
- The technician will then set up the heaters, run cords to the generator, and start the heating process which includes running heaters and high velocity fans to create a heat vortex.
- Most structures reach lethal bed bug temperature within 30 minutes to 1.5 hours, at which point our signature 6 hour treatment time starts.

During the Service:

- Our technician monitors the interior temperature to ensure all surfaces reach lethal levels.
- At regular intervals, beds, dressers, and all other furniture, as well as all other items in the structure may be moved or adjusted to allow proper heat penetration. This critical component in the remediation process ensures that all bed bugs, including their eggs, are exposed to the lethal heat.
- Homes with excessive furniture or belongings may require longer heat times due to the amount of time it takes for all items to reach lethal temperatures.
- For the service to be successful clutter should have been addressed prior to the service day.
- For customers who have purchased bed liners or interceptors, our technician will place the protective covers and/or interceptors on designated beds.
- Towards the end of the heat service, the technician will typically apply a desiccant dust in strategic areas, including wall voids. **If you would like the wall voids treated please remove electrical face plates** within the structure.
- At the end of the service our technicians arrange all furniture and beds as they were when we arrived; and all heaters, fans, electric cords and other equipment are loaded back into the vans.

Returning Home:

- Your home will feel much like your car does when left in the sun on a very hot day. It can take hours for the temperature to return to normal. Leave unplugged electronics unplugged until the home returns to normal temperature.
- Although our technicians do their best to leave things as they found them some rearranging of furniture may be necessary. Check the refrigerator and garage areas for concern items that may have been moved during service. This could include live plants, heat sensitive materials and other items of concern.

After our service:

- Be vigilant when traveling! Inspect hotel rooms before bringing your luggage in.
- Watch for bed bug sign in areas where people sit for long periods. For example: Waiting Rooms, Buses, Movie Theaters, etc.
- Bed bugs that show up after about 30 days from our service are usually brought in from other locations.
- If you find a live bed bug following our service please call us!

For further questions or more information please contact us

(866) 760-0116 Toll-Free
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(503) 505-7990 Oregon

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Thermal Preparation Checklist

ITEMS THAT NEED TO BE REMOVED OR ADDRESSED PRIOR TO THERMAL TREATMENT

_____ Wax Products (Candles, Lipstick, Crayons, ect.)
_____ House Plants
_____ All Pets (Fish, Reptiles, Mammals, Birds, ect.)
_____ Guns, Ammunition, and Fire Extinguishers
_____ Aerosol Cans (Hairspray, Cleaners, Soda cans)
_____ Vinyl Records, VHS Cassettes, Polaroid Photos, Negatives
_____ Flooring (Vinyl, Vinyl Plank, Vinyl Tile, Laminate)
_____ Heirlooms and items considered irreplaceable
_____ Turn off (Fire, Sprinkler, Alarm Systems)
_____ Place Paintings & Picture Frames on Flat Table or Countertop
_____ Unplug All Electronics (Not Appliances)
_____ Piano and Musical Instruments (Notify Us)
_____ Medicines/Vitamins (Place in Refrigerator)
_____ Perishable Food (Wine, Liquor, Place in Refrigerator)
_____ Inform us of Fire Sprinkler (May Need to be Drained)
_____ Inform us of Heat Sensors (Needs to be put in Test-Mode)
_____ Pressurized oxygen bottles,ect.
_____ Any Items you are concerned that may be damaged at 135^0

Joint effort is required to have 100% success

Prior To Our Arrival

- **TURN YOUR HEAT ON HIGHEST SETTINGS 1 HOUR PRIOR TO TREATMENT.**
- High volume fans will be used during the treatment. Loose papers should be organized and put away.
- Keep Hallways and Stairwells free of clutter and debris.
- Please vacuum before we come.
- Place lotions, soaps, etc., in tub or sink.
- Leave items of concern in a box next to the front door.
- Leave all personal items behind. This includes: Purses(remove wallet), backpacks, computer bags, diaper bags, and wheelchairs/walkers(get rental). Use a shopping bag to take items you absolutely need for the day.
- **Clutter needs to be addressed.** Piles of clothes on the floor should be laundered/dried and put away (items left in bags need to be dried and left outside the structure or in storage.)
- To ensure you are not leaving with bedbugs wear freshly laundered/dried clothes.

Returning Home

- **Treatment areas will remain hot** (e.g. door knobs, toilet seats, appliances, etc.) for several hours after treatment.
- During treatment many items in structure will be moved. We do the best we can, but items may not be located in the same location as before treatment.
- Upon returning into the area you may notice increased dust due to high volume air movement.
- We cannot know the melting point of every item. You are responsible for removing items which you are concerned about.
- Because of the high temperature, no one can enter or remain in the area during treatment. Doing so will void any warranty.

The Customer Acknowledges The Following

_____ The Contractor's representatives have permission to go through areas such as closets, furniture, contents, etc., during treatment.

_____ The Contractor's representatives may request the Customer to carry out recommendations to include, but not limited to, removing clutter, making areas accessible for treatment, discarding items, etc.

_____ People and pets are not to be present during treatment and must remain out of the structure 1-2 hours following the completion of service.

_____ The Customer is required to be prepared for service. If the Contractor is not able to perform service on the scheduled service day due to insufficient preparation by the Customer, the Customer will be charged a $500 inconvenience fee, and service will be rescheduled. Please notify us before 48 hours of service if you will not be able to comply with the preparation checklist as outlined in this agreement.

_____ The Customer agrees to provide accurate job description information (i.e., square footage, infestation level, clutter level, etc.). If the job varies significantly from the information provided to the Contractor, the Customer agrees that additional fees may apply.

By signing below, I agree to performed applicable preparation items, thereby releasing Custom Bedbug, Inc., from any unjust liability. Any damage to my possessions must be brought to the attention of Custom Bedbug, Inc., as soon as damage is noticed.

Customer Signature _____ Date _____

Contractor Signature _____ Date _____

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General Terms and Conditions

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

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General Terms and Conditions

Legal

Binding Arbitration. The Customer and The Company agree that any controversy or claim between them arising out of or relating to the interpretation, performance or breach of this contract or to the treatment of or rendering of services to the identified property in any way, whether by virtue of contract, tort or otherwise, shall be settled exclusively by arbitration. The arbitrator shall be a licensed legal representative, independent, mutually agreed upon, and to the greatest extent possible, be knowledgeable in pest control and building construction matters by education, experience, licensing and training to deal with the issues and claims presented. Neither party shall sue the other party with respect to any matter in dispute between the parties other than for enforcement of this arbitration provision or of the arbitrator's decision, and a party violating this provision shall pay the other party's costs, including but not limited to, attorney's fees, with respect to such suit and the arbitration award shall so provide. The arbitrator shall give effect to any and all waivers, releases, disclaimer, limitations, and other terms and conditions of this Agreement.

Change In Law. The Contractor performs its services in accordance with the requirements of federal, state and local law. In the event of change in existing law as it pertains to the services promised herein, Contractor reserves the right to revise the annual extension charge or terminate this contract. This contract shall be interpreted, regulated and adjudicated in accordance with applicable federal, state and local laws and regulations as they exist at the time this contract is executed.

Severability. If any provision or provisions of this Agreement shall be held to be invalid, illegal, unenforceable or in conflict with the law of any jurisdiction, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

Term and Transfer. This Agreement may not be transferred to a subsequent owner of the structure without the prior written consent of the Contractor and its affiliates. All guarantees will terminate upon such transfer.

Notices. Any notice, demand, or other communication required or desired to be given under this Agreement shall be given in writing and deemed to have been sufficiently given or served, for all purposes, if sent by certified or registered mail, return receipt requested, postage prepaid, to the Contractor, 3014 Mimosa Lane, Emmett, ID, 83617 and to the Customer, to the billing address set forth on the first page of this Agreement. Any party may change the address to which a notice is to be sent to it by notice in writing to the other party as provided above.

NO OTHER WARRANTIES. The Contractor makes no other warranties, express or implied, and its agents or technicians are not authorized to make any such warranties on behalf of the Contractor or its affiliates.

LIMITATION OF LIABILITY. In no event shall the Contractor or its affiliates be liable to the Customer for any indirect, special or consequential damages or lost profits arising out of or related to the services provided hereunder, even if the Contractor has been advised of the possibility thereof or knew or should have known thereof. The Contractor's liability hereunder to the Customer, if any, shall in no event exceed the total fees paid to the Contractor by the Customer. This Agreement does not provide payment or reimbursement for the repair of present or future damages, medical payments or injuries due to services rendered.

Payment Terms

Payment Terms Payable Upon Receipt. The agreed upon charge is for the structure and any other areas specifically noted as of the date of this Agreement. The Contractor reserves the right to revise the fees associated with the services being provided. Finance charges will be rendered on all past due balances. On balances of thirty (30) days or over, the Contractor will compute a finance charge at the rate of 1½% per month (equivalent to an ANNUAL PERCENTAGE RATE of 18% per annum). Checks received as payment are subject to a $50 service fee if returned for non-sufficient funds.

Non Payment. The Customer agrees to pay the Contractor at time of service and no later than thirty (30) days after service. In the event legal action is necessary to collect any amount due to the Contractor, the Contractor will be entitled to recover from the Customer all reasonable costs of collection, including reasonable attorney's fees and expenses, in addition to the outstanding amount due to the Contractor.

This Notice Has Been Delivered In The English language. By signature hereon, the homeowner, agent, or occupant(s), agrees that he/she has had this form explained in their native tongue by their own interpreter.

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