

## CONTRACT TERMS:

ALL PREPAY ACCOUNTS MUST BE PAID IN FULL PRIOR TO FIRST SERVICE DATE TO RECEIVE A PREPAY DISCOUNT. Receive 10% off for prepaying is reserved for customers signing up for a qualifying service program of at least 5 months at regular price. Interior and/or Exterior rodent control services do not qualify for this promotion. The discount reflects 10% off of the total for this contract only. Discounts for other contracts will be mentioned on separate documents associated with their specific services. East End Pest Management agrees to provide services mentioned within this contract only. No other services will be included unless specified on this document. There will be no refunds of payments on prepay accounts. All refunds on payments made with credit cards will be subject to a 5% charge of the service cost for card processing fees and will be deducted from the total to be refunded. All contracts on a payment schedule canceled prior to completion of terms will be subject to a 100.00 processing fee associated with processing an early cancellation. An additional service fee of 75.00 for removal of equipment may apply. All customer accounts with balances outstanding in excess of 90 days will be charged a 1.5% finance charge monthly from the date of service, a processing fee of 50.00, all discounts will be forfeit including promotions and/or special discounts awarded and will be sent to a third party collection WITHOUT EXCEPTION. Dates for service are approximate. THE PROPERTY OWNER OR OWNER'S AGENT MAY REQUEST THE SPECIFIC DATES OF APPLICATIONS TO BE PROVIDED. IF SO REQUESTED, THE PESTICIDE BUSINESS OR APPLICATOR MUST INFORM OF THE SPECIFIC DATES AND INCLUDE THAT DATE OR DATES IN THE CONTRACT. If scheduled service dates must be canceled, we require no less than 24 hours notice prior to the intended service date and time. Services canceled on the same day or at time of service may be subject to a service call fee. East End Pest Management will reschedule service calls twice at no charge if rescheduled as mentioned, after which a service fee may be charged, at the discretion of East End Pest Management. Services that include follow up treatments at no additional cost must be requested by the customer within the specified time interval, otherwise they are considered forfeit. Pest control service contracts are not assignable or transferable. Failure to provide access to the home for the purpose of INTERIOR RODENT CONTROL equipment removal will result in a fee of 50.00. No services will be scheduled or performed without signed/dated contracts and/or credit card information if applicable. A copy of this contract will be made available at your request along with labels for products if you need them for your records. East End Pest Management shall not be liable to customer for any damage caused by pests, including, but not limited to, replacement of furniture, medications or medical expenses. East End Pest Management and its agents shall not be liable for any harm as a result of any pest issue or control efforts other than for intentional failure during, or for gross negligence during pesticide applications. Furthermore the customer agrees to indemnify and hold harmless East End Pest Management and its agents from any claims, arising from UNAUTHORIZED tampering with equipment by homeowners, pets, or tenants. This includes equipment left on the property for the purpose of controlling pests such as bait receptacles or traps. It is understood that precautions must be taken during the service interval mentioned on the contract and the responsibility of the customer to take precautions that are appropriate during pest control efforts on the customer's property. A COPY OF THESE TERMS ARE AVAILABLE ON OUR WEBSITE AT [eastendpest.com](http://eastendpest.com). THANK YOU.