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This informational sheet outlines the terms and conditions of our service when no other Service Agreement is in effect.

Evacuation Requirements:

Customer agrees to have the following evacuated from the treatment area during service and for four hours after completion:

- Infants less than 24 months of age.
- Expectant Mothers.
- Occupants under a physician's care for respiratory illness / medical concerns.
- Occupants with chemical sensitivities.
- Customer agrees to prevent children, pets, and others from contacting treated areas until dry.

What to expect following Bug Zero service:

It is normal to see disoriented, dead, and dying pests for some time following a successful treatment. Such sightings are evidence of pre-existing infestations and do not indicate a need for re-application of materials. If such sightings are undesirable, Customer is encouraged to consider one of Bug Zero's preventive maintenance programs. Without a maintenance program, it is very likely that today's target pest will eventually require attention again. Please understand that while effectiveness is important, we will never compromise safety. As a result, our materials do not remain active forever and may deliver delayed results.

Warranty:

There is no warranty on a one-shot service. At Customer's discretion, you may take advantage of a discounted follow-up service scheduled within 30 days. The follow-up service carries a 45 day warranty. Bug Zero does not offer inspection or recommendation regarding black mold or other health-related fungi. No inspection report is a guarantee to the absence of wood-destroying organisms or other pests. Bug Zero offers no warranty for damage caused by pests.

Additional Services:

Bug Zero is a full service pest control company for both residential and commercial properties, offering control of General Pests, Termites, Bed Bugs, and a variety of other pests. Please ask your Technician or call our office for details.

Ants:

Please do not use any do-it-yourself products after you have engaged our services; doing so will actually make matters worse. It is possible to experience an immediate reduction in ant activity after treatment, followed by a short-lived recurrence within one to two weeks. Please allow three weeks for the ants' life cycle to be complete.

Bees, Carpenter:

After Bug Zero has eliminated the current population from the target area, Customer is encouraged to seal the bee galleries to discourage re-infestation.

Bees, Honeybees: (waiver) Customer Initials _____

An established hive includes a store of honey. After the bees are killed or removed they can no longer tend to the honey. It will spoil, leading to secondary problems. This service does not include removal of dead bees, honey, or other by-products. Further damage and/or infestations may result from such materials left behind after bees are killed or removed. Bug Zero is not responsible for such damages. Customer is advised to have such remains removed promptly.

Cockroaches:

It is normal to see newly hatched cockroaches for two weeks following treatment.

Fleas:

Your flea treatment will affect the stages of egg, larva, and adult. Those currently pupating in a cocoon will be controlled when they emerge as adults. Therefore, you can expect to experience newly emerged adult fleas for up to three weeks after treatment (longer in uninhabited areas). You can minimize encounters with live fleas by vacuuming frequently during this time period.

Mice:

Our fee does not include return trips to remove dead mice. In the event you need to remove something accidentally caught in a glue trap, vegetable oil can be used to dissolve the glue.

Mosquitoes:

Service is for suppression only. There is no guarantee to the elimination of mosquitoes, or protection against mosquito-borne illnesses.

Spiders, Brown Recluse:

After completion of the 3-step treatment schedule at 30 day intervals, a maintenance program is strongly recommended. Bug Zero offers no guarantee of elimination.

Spiders, Other:

Webbing will remain after the spiders are gone. The presence of webs is not a measure of treatment success.

Stinging Insects, other than Bees:

Members of the colony which were not present during treatment may linger in the vicinity for some time following treatment. These survivors will eventually disperse. Please stay away from the nest site and allow time for complete dispersal.

Other Outdoor Pests:

Because outdoor pests' movement throughout an area is not restricted, it is unrealistic to expect 100% elimination. Customer is encouraged to consider this when evaluating results. Please discuss your expectations with your technician.

Thank you for choosing Bug Zero. We appreciate your business!

Customer Signature _____ Date _____