

TERMS AND CONDITIONS

- 1) GreenShield Pest Control (GPC) agrees to provide service in accordance with the terms and conditions as outlined in this agreement.
- 2) The customer agrees to receive and pay for services as outlined on this agreement and to make the premises available for GPC to perform such services.
- 3) This agreement is for mosquito treatment only. The obligation of GPC under this agreement is to apply products to help reduce mosquito populations in accordance with terms and conditions of this service agreement.
- 4) GPC does not guarantee that mosquitos will not be found on your property during the service period of this agreement.
- 5) To the full extent permitted by the law, there are no warranties, express or implicated, including warranties of merchantability and/or fitness for a particular purpose which extend beyond the terms of this service agreement. To the full extent permitted by the law, GPC will not be liable for personal injury, property damage, loss of use or any other damages whatsoever, including consequential and incidental damages, arising from this service.
- 6) GPC's liability is specifically limited to the labor and products necessary to help reduce mosquito populations.
- 7) GPC is not liable for mosquito borne illness or disease allegedly contracted from mosquitoes. The customer must take additional precautions for protection when outside to prevent contracting mosquito borne illness or disease.
- 8) Cancellation of this agreement must be in writing and prior to thirty days of the next scheduled service.
- 9) Cancellation of this agreement prior to the fulfillment of this agreement will result in an early termination fee. Customer is liable for payment in full of agreed upon number of services. Should the customer be unable to fulfill agreed upon terms, the cost for remaining services will be due immediately.
- 10) All payments are due in full within 30 days from the service date. A \$5 late fee will be added to invoices that are over thirty days past due. When an account is determined to be severely delinquent, any applicable termination fees will be added to the outstanding balance as well as reasonable collections fees. The account will then be placed with a certified collections agency or an attorney for collections. Customer's failure to make payment in full in a timely manner shall terminate this agreement in its entirety immediately without further notice or action by GPC and discharge GPC from any obligation to customer.
- 11) Following the initial agreement period, this contract will remain in effect until cancelled in writing prior to thirty days of the next scheduled service.
- 12) The customer agrees that if GPC is unable to gain access to the entire property because of locked gates, dogs, or any other reason service will be performed on the areas that are accessible, and the customer will be charged the full service rate.
- 13) Customer agrees to notify GPC prior to technician rendering service if any occupant of the premises to be treated is allergic or sensitive to chemicals.

POLICIES AND SERVICE INFO

- **Service Reminders:** Notification of upcoming services are sent out about seven days before your scheduled service. These will be sent to you by automated phone call, text message, and/or email. Please notify the office which method(s) of communication you would prefer.
- **Services:** It is important to follow the recommended schedule for continued protection of your home. During each of these services the technician will treat the exterior perimeter of your home focusing on areas where mosquitoes are known to rest and breed.
- **Rescheduling or skipping a service:** Services are scheduled according to your Service Agreement. If the day scheduled for your service is inconvenient for you, please notify the office as soon as possible. Services may be delayed up to two weeks upon communication with the office staff. If services are performed outside of agreed upon schedule, or skipped, you could be charged your regular service fee during the agreed upon month whether service is performed or not. For example: your regular service is scheduled for June 15th but you don't want the service to be performed until July 10th, you will be billed for the service on the last day of the month that the service was originally scheduled (billed June 30th and due by July 29th). However, if you are scheduled for service on April 25th but due to weather conditions your service is not performed and the office reschedules your service to May 5th, then you will be billed for the service when the service is completed (billed May 6th and due by June 5th).
- **Weather policy:** Our technicians will not treat your home when it is raining. If rain is forecasted for the day of service we will contact you to reschedule.
- **Seasonal Services:** While mosquitoes can be found year-round they are most active during the warmer months. We offer the Mosquito Management services March thru November. The months that your subscription is active is up to you. For example, you may choose to have services May thru September. Only during those months will the service be automatically scheduled. You will need to let us know if you want a service in October/November or March/April.
- **Accessibility:** Please be sure all areas needing treatment are accessible the day of service. If the technician cannot access an area of your property because of locked gates, pets, obstacles, etc., they will do your service as best they can and you will be charged the full service rate.
- **Personal Protection:** Because mosquitoes are a flying insect, we cannot guarantee complete elimination. You must take additional precautions for protection when outside to prevent contracting mosquito borne illness or disease. This includes wearing proper clothing as well as insect repellent.
- **Up-Charges:** Your technician will offer you a quote if extensive treatment is requested.
- **Paperless Options:** Service invoices, billing statements, reminders, and other types of communication will be sent to your e-mail, please ensure we have record of an email address you check regularly. We can keep more than one email on record if you would like us to send communication to another member of your household. Separate e-mail addresses can be provided for general communications and for billing. Receiving paper billing statements via postal services is still an option, please notify the office if you prefer paper. Text messages and automated phone calls are sent to the primary phone number on record.
- **Payments:** Payment for services can be given to the technician at time of service, or anytime up to 30 days after service is performed. Payments can be made in form of personal check, money order or credit card. Payments may be made online using the link provided on your e-mailed statement. Automatic payments (APay) can be set up at your request and will (unless otherwise noted) be processed after the service is completed. Payment plan options are available. Accounts are past due if payment is not made by 30 days after service is performed.

- **Late Payments:** If your payment is not received by 30 days after a service we will give you a courtesy call. Communication is important, we understand things sometimes come up that delay payment and mail can get lost. A late fee of \$5 may be added anytime after an account becomes past due. Accounts with two services past due will not receive the next due service until payment is made. Delinquent accounts will result in additional fees, cancellation and collections. Accounts on a payment plan will not receive late fees as long as agreed upon payments are received.
- **Continuation of Services:** After your Service Agreement is fulfilled, services will automatically continue at the same rate and schedule as established in the original agreement unless otherwise noted. There are no renewal fees or new contracts. Services will continue for as long as you would like. If you move, we may be able to transfer your account to the new address.
- **Cancellation of Services:** Cancellation of services requires 30 days written notice prior to your next due service. If you are unable to fulfill the terms agreed upon in your service agreement, a cancellation fee will be charged. You are liable for payment in full of agreed upon number of services. Should the you be unable to fulfill agreed upon terms, the cost for remaining services will be due immediately.
- **Communication:** We want to hear from you! If you have any questions or concerns please call us at 804-798-1725. You may also send us an email at officegreenshield@gmail.com. Send us a text at 804-417-6264 (Please do not text our office number, we will not receive it.)