

# The Pest Pros<sup>LLC</sup>

**PEST MANAGEMENT SERVICES**

389 Waterman Rd.  
Lebanon, CT 06249  
(888) 216-6166

## INTEGRATED PEST ERADICATION SERVICE AGREEMENT

B1399

Purchaser

White & Katzman

P.O. Box 608

263 Main St., Suite 105

Old Saybrook, CT 06475

Home#

Work# 860-291-8777

Location

Club @ Norwich Inn & Spa  
1198 Old Pond Lane  
Norwich, CT 06360

Home#

Work# 880-5931-Tony

Pest Pros will provide service for: PLY 198 Donald Grabow

☒ Roach Control

☒ Carpenter Ants

☒ Mice

☒ Rats

☒ Silverfish

☒ ULTRA SHIELD - see back

For the sum of \$ 75.00 (+ applicable tax) for the initial service and \$ 75.00 (+ applicable tax) for each month, Pest Pros will provide service for all pests checked above.

This agreement shall be in effect upon completion of initial service through 1 year and shall continue on a month to month basis until either party submits a 30 day written notice. The initial service will be performed upon request and the first maintenance service will be done within 30 days and continue per frequency recommended above.

### Service Comments (Also see reverse side):

● **Pest Pros Satisfaction Guarantee** - If the customer is not completely satisfied with the results of service, Pest Pros will perform additional services as needed to correct the problem at no additional charge to the customer. Monthly service accounts will receive the equivalent of 1 regular service fee back if dissatisfaction continues beyond 35 days of a written complaint regarding dissatisfaction.

● **Customer Cooperation** - In order to achieve the best possible results from the services, the customer should correct conditions conducive to the breeding and harborage of pests when submitted in writing by Pest Pros. Failure to do so may prolong the problem and void any guarantee until the conditions are corrected.

● **Materials** - All materials used shall comply to federal, state and local laws and effective regulations. Pest Pros will service the premises in accordance with the most modern scientific methods.

● **Safety** - Pest Pros will perform all work with reasonable care and with respect to people, animals, pets and the environment.

● **Insurance** - A certificate of insurance will be submitted to the customer upon request.

● **General Conditions** - The customer agrees that Pest Pros is not responsible for damages caused by insects or rodents. Any controversy or claim which cannot be resolved on a personal level between the purchaser and Pest Pros shall be settled exclusively by Better Business Bureau arbitration services. We endorse and support the practices and principals of the Better Business Bureau of Connecticut.

● **ULV/ULD (Fogging)** - These services are an extra charge to commercial clients when needed or requested.

● **Cancellation** - This agreement may be cancelled anytime before midnight of the third business day after this transaction date.

● **Service Comments/Initial Recommendations:** monthly service includes 2 clubhouses and up to 5 units on request - add'l units @ \$20.00 each while there  
power spray exterior of all buildings in April, July & October @  
\$100.00 per building

Representative Signature

Date

Customer Signature

Date

I've received a copy of the manufactures specimen labels of the pesticides to be used.

## **The ULTRASHIELD Plan also protects against the following pests:**

Centipedes  
Millipedes  
Earwigs  
Ground Beetles

Springtails  
Spiders  
Pillbugs  
Crickets

\*Carpenter bees  
\*Flies  
Mites  
Boxelder Bugs

\*Wasps  
\*Bees

Pest Pros will provide extra service at no additional charge for Bees and Wasps if the nest is attached directly to the structure only. Nests unattached to the structure will be serviced at no additional charge on regular service days if we are notified at least 24 hours prior to the scheduled service day. **Carpenter bee nests not readily accessible will not be guaranteed under this plan.** Control of flies may be limited depending on the type of fly and it's biology. If any other pest problems occur that are not covered under this plan, Pest Pros will provide service at a **PREFERRED CLIENT DISCOUNT RATE.**

### **ADDITIONAL COMMENTS & CONDITIONS**

- **NOTICE OF CLAIMS.** Any claim under the terms of this agreement must be made immediately in writing.
- **RODENT CONTROL PLACEMENTS.** The customer must not disturb, move, or change rodent control placements or the contents within the placements. Pest Pros reserves the right to charge the customer for lost or damaged bait stations or other rodent control placements. When tamper resistant rodent control placements are required by law, the client may be charged an additional fee for each placement.
- **DISCLAIMER.** Any liability Pest Pros has under this agreement will be terminated if Pest Pros is prevented from fulfilling its responsibilities under the terms of this agreement by any act of God or circumstance or cause beyond the control of Pest Pros.
- **ULV/ULD (Fogging) & NIGHT SERVICE.** The client understands there may be an additional charge for ULV/ULD services & night services.
- **NON-PAYMENT, DEFAULT.** The customer understands that if they do not pay the bill within a reasonable time period, or if money owed goes to a collection agency, interest at the highest legal rate, collection fees, and reasonable attorney fees can be charged to the customer. Also, Pest Pros reserves the right to refuse extra service if there is an outstanding balance of more than two payments for monthly service accounts or one payment for any other type of service account or if the initial service charges are not paid in full. If for some reason you cannot pay for services in a timely manner, please contact our offices immediately to avoid an unpleasant relationship. All of Pest Pros responsibilities under this plan will be void if account balances are not paid in full.
- **SERVICE FREQUENCY.** Pest Pros reserves the right to increase service frequency and charge for services accordingly if satisfactory results do not occur due to the lack of cooperation from tenants or property owners, or if a problem is linked to the neighbors or if any situation develops beyond the control of Pest Pros. It will be the responsibility of the person or department who contracts Pest Pros to provide access to the identified property and each area of the property. Service days and service periods are set from the date of the initial service and any interruption will not be considered to delay future services unless pre-arranged by the customer or Pest Pros.
- **LADDERS.** Pest Pros only carries a 16 foot ladder as needed for any given service date. The customer must arrange for a taller ladder if it should be necessary to perform a service for any pest covered under this plan.
- **PESTS COVERED.** Pest Pros will only provide no charge extra services when guaranteed for those pests listed specifically on the front of this form and, for ULTRASHIELD plans only, at the top of this side of. This program will not be considered a ULTRASHIELD plan unless noted on the front side of this agreement. There will be an extra discounted service charge for any other type of service.
- **NOTICE OF CANCELLATION.** According to state law, a commercial pest control operator must remove any rodent bait from the premises if this agreement is terminated. If after the first year you wish to cancel services, please let our service representative know upon last service so we may remove our bait stations. If not, Pest Pros reserves the right to charge 1 regular service fee for the additional service call to remove these bait stations on or before what would have been your next regular service following notification of intent to cancel.