



# CRITTER DONE

20079 STONE OAK PKWY, #470, SAN ANTONIO, TX, 78258  
210-201-0064

15 Month Guarantee - see below

- ✓ Seal all current and potential entry points
- ✓ Flush rodents using predator simulation an set / monitor traps until All rodent activity is eliminated
- ✓ Warranty the structure against further re-entry for a period of 15 months, from the date noted on this accepted bid as signed below. Response for Warranty calls is guaranteed within 48 hours, excluding weekends / Holidays.
- ✓ Warranty conveys with the structure.
- ✓ Nuisance animals covered by this agreement are raccoons, squirrels, rats, mice, skunks, opossums, ringtail cats.
- ✓ Critter Done does NOT warranty work against areas damaged by Acts of God such as rain, hail, fire, flood, hurricanes, tornadoes or falling objects.
- ✓ Critter Done is not responsible for past or future interior or exterior structural adage due to animal or rodent entry or reentry attempts or successes. This includes nuisance damage on roofs, chimneys, lawn furniture, pool equipment, HVAC, cable or alarm wiring, etc.
- ✓ Remove expired animal or rodent carcasses from the structure when possible and practical; deodorize the area when necessary.
- ✓ Should any fees associated with this contract remain uncollected by the company, Critter Done reserves the right to suspend or void this agreement.
- ✓ Pier & Beam homes and/or Tile Roofs (Spanish style or others), WE WILL ONLY warranty the work we perform.

As the owner of the structure, it is your responsibility to .....

- ✓ Inform us the reinspect the structure after any work such as room additions, roof replacement or repair, siding replacement, etc. We will reinspect at no additional charge to the customer... Failure to notify Critter Done of such repairs or modifications in writing may void this warranty.
- ✓ Condition of property must remain in reasonable state of repair. Failure to maintain property in reasonable state may void warranty.
- ✓ By mutual consideration and approval, Critter Done & Customer have the option to renew this agreement after the initial period for an additional sum of \$\_\_\_\_\_ per addition 12 month period. It is the responsibility of the customer to renew this agreement.
- ✓ Customer is responsible for ensuring that all doors, windows, garage entry ways, pet doors, crawl space access doors, etc., are not left open for unreasonable times or overnight. Failure to secure these areas may void this warranty. If it determined that a failure to secure these areas results in a re-infestation, customer will be required to pay all fees associated with the elimination of the activity to keep warranty in force.

The customer also agrees to the following:

- ✓ Allow Critter Done personnel access to the structure at agreed upon times duration of the job, during normal working hours. Normal working hours are defined as Monday through Friday from 8:00 am to 5:30 pm, excluding Holidays. Should it be necessary to access the property at times other those listed above, a predetermined access fee may be assessed to the property owner.
- ✓ Notify Critter Done at least 3 hours prior to set appointment, if you are unable to meet at the predetermined time - or you are unable to make other arrangements for our access to the property. Critter Done reserves the right to assess a fee of \$ 75.00 each time that the proper cancellation notice is not received.
- ✓ Customer is responsible for vandalism or theft of any and all equipment/materials left on property during duration of contract.
- ✓ Follow reasonable recommendations from Critter Done regarding issues such as pet feeding habits, food store, tree trimming, etc., that may affect wildlife nuisance behavior.
- ✓ Pay a service fee of \$75.00 if the source of a warranty call is determined to have been caused by an event other than nuisance wildlife, such as trees scraping the roof, wildlife activity/noise generated on exterior of structure rather than interior, etc.

Additional conditions: Payment is 50% due at time of flushing,50% due upon finishing exclusion services. Please note we will still need access to structure a minimum of 3 more times over the next 10 day period, longer if trapping continues.

It is understood and agreed that Critter Done and customer are bound by the terms and conditions of this agreement and not by any other representations oral or otherwise. any future modifications must be agreed upon by both parties and recorded in a written addendum to this contract.

Terms and conditions accepted by: \_\_\_\_\_ Warranty Period: \_\_\_\_\_  
 Printed name: \_\_\_\_\_ Date: \_\_\_\_\_ Additional Conditions: \_\_\_\_\_  
 Critter Done: \_\_\_\_\_ Date: \_\_\_\_\_