

**CritterRidder**



**Critter Ridder Agreement and Warranty Form**

Customer \_\_\_\_\_

Address \_\_\_\_\_

Cell Phone \_\_\_\_\_ Alternate Phone \_\_\_\_\_

Email \_\_\_\_\_ Target Animal \_\_\_\_\_

In consideration of payment(s) for services performed at above address, Customer and Critter Ridder LLC (hereafter referred to as "Company") agree to the following:

Company agrees:

1. To seal all current and potential entry points that allow wildlife entry to the structure, as noted on graph, when possible. Interior entry points are not sealed, unless specifically addressed on graph.
2. That "wildlife" covered in this agreement is limited to rats, raccoons, squirrels, opossums, snakes, ringtail cats and skunks, unless otherwise stated here: \_\_\_\_\_. Mice are **NOT** covered by warranty, unless specifically listed here.
3. To flush wildlife using predator simulation and/or the setting and monitoring of traps (if applicable) until all interior wildlife activity is eliminated. Company does not guarantee to catch any wildlife, but, does guarantee to eliminate all critters from inside of structure.
4. To warranty the structure against future wildlife re-entry through points addressed on graph for **one year from below date**. Warranty conveys with property for a one-year period from the date below.
5. To respond to all warranty claim calls by phone within 48 hours, excluding weekends or holidays.
6. To re-inspect structure, at no cost to the customer, for any customer implemented exterior work, such as roof replacement or repair, room additions, siding replacement, HVAC replacement/repair, etc. Customer is required to notify Company, in writing, within seven calendar days of the completion of these additions/replacements. Failure of Customer to notify Company of additions, replacements or repairs WILL void warranty.
7. To remove expired animal carcasses from structure when possible and practical and deodorize, when deemed necessary by Company.
8. Company DOES NOT warranty work against acts of God, such as rain, wind, hail, fire, flood, house settling, rotted or deteriorating wood or wear and tear on structure.
9. Company **DOES NOT warranty work against wildlife re-entry at areas not addressed and/or identified on original graph or estimate.**
10. Company DOES NOT warranty structures with pet doors that are not permanently sealed closed.

Customer agrees:

1. To allow Company access to the interior and exterior of the structure, at agreed upon times, for the duration of the job during normal working hours, which are defined as Monday through Friday from 9AM to 5PM, excluding holidays. Customer also agrees to keep interior of house, attic areas, crawl space areas and immediate area around perimeter of home reasonably clear and/or free of possessions, stored items, construction debris, unmaintained landscaping or grass that would limit Company's access to these areas for inspection and/or repairs.
2. To respond to schedule requests within 48 hours. Failure to do so will delay completion of project and may incur additional charges. Should Customer completely fail to respond to appointment requests or email communications, warranty will be voided.
3. To notify Company at least four (4) hours in advance if unable to meet at a mutually agreed upon appointment time. Failure to cancel at least four (4) hours in advance or not being home at an appointment time will incur a \$125 no show fee. This fee is at the discretion of the Company and may be waived in extraordinary circumstances. Once the schedule is mutually agreed upon, Customer agrees to make all efforts to adhere to schedule. Should the Customer request more than 2 schedule changes, additional scheduling fees may occur at the discretion of the Company. Company agrees not to charge for schedule changes due to inclement weather or any other missed appointments attributed to the Company. Customer acknowledges that pre-agreed upon schedules may be adjusted due to weather events such as rain, wind or other Acts of God.
4. That Company will only meet with the homeowner for appointments. If pre-arranged, Company will meet with an alternate adult representative or tenant over 18 years of age. Company will require the person's full name and cell phone number for contact. Should this representative not show up for an appointment, Customer will be charged a \$125 no show fee as per above.

**2821 Scotia Bluff Loop Austin, TX 78748 (512) 363-8070 TPCL #0767430**

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PHONE (866) 918-4481, FAX (888) 232-2567

5. To follow reasonable recommendations from Company on interior and exterior of structure regarding issues such as pet feeding habits, tree trimming, food storage, etc., that may affect wildlife behavior and activity levels in and around the structure. Customer also agrees not to remove, replace or modify Company's exclusion work or trapping devices in any way, without prior written approval from Company. Any such action will void warranty.
6. To pay up to a \$375 service fee (\$125/visit) if the source of the warranty call is determined to be an event other than wildlife activity inside the structure, such as trees scraping along the exterior of the structure, wildlife sounds generated outside the structure or general noises caused by household settling or equipment, etc. A warranty call is defined as any call that is generated after the exclusion is completed, the traps are pulled and the job is closed.
7. That Company will not be held liable for ANY past or future interior or exterior property damage due to animal entry or re-entry attempts, including damage to roofs, wiring, plumbing or hoses, chimneys, lawn furniture, pool equipment, HVAC equipment, etc.
8. To accept liability for vandalism or theft of Company equipment/materials on the property during the job and agrees that equipment/materials are the property of the Company and that the Company reserves the right to retrieve said property at any time.
9. To keep property in reasonable state of repair. Customer is responsible for cleaning the galvanized dryer guard every 3 months. Entry holes that are created by tree limbs in contact with roof shingles and/or rotted wood, are not covered by warranty. Wildlife re-entry via faulty garage door rubber seals is not covered by warranty. Should these areas be compromised, additional trapping and/or flushing fees may be incurred.
10. That rodents can enter structures through uncapped, compromised or rusted plumbing lines in both pier and beam and monolithic slab structures. There is no way to determine if the plumbing is compromised without performing a "smoke test." The Company MAY require this test on slab structures if control of wildlife is not obtained after 45 days of completed work. If applicable, Company's separate Plumbing Integrity Test Addendum further addresses the smoke test process and policies.
11. To ensure all doors, windows, garage entry-ways, pet doors, crawl space access doors, etc. are not left open for unreasonable amounts of time (over 1 hour) or overnight. Failure to secure such areas WILL void warranty. If it is determined that failure to secure these areas results in a re-infestation, Customer will be required to pay all fees necessary to eliminate the activity to keep warranty in force.
12. Not to introduce any poisons to structure. If customer uses poison, the dead animal removal and deodorizing portion of the contract will be voided. Removal of a dead animal or deodorizing, as a result of poisoning, will incur extra charges. Critter Ridder does not predict the number of rodents trapped via our methods and in rare cases, no animals may be trapped at all.
13. To promptly respond to requests to close job and pick up equipment. Failure to comply and/or allow us to retrieve equipment will void warranty and customer will be financially liable for uncollected equipment.
14. To pay all fees charged when due, and not to stop payment of a check or reverse a charge to his/her credit card. **Balance is due upon completion of exclusion process. Failure to pay ANY balance due in full, as agreed, will void warranty.** Customer further agrees that if full payment is not made, that Company retains the right to remove ALL equipment and materials including exclusion devices and materials without doing harm to Customer's property. As scheduling of your job requires multiple appointments, project coordination and specialized equipment and materials, Company has the discretion to charge a cancellation fee of up to 20% of the total overall project fee (up to \$250), should customer cancel agreed upon services. In addition to the cancellation fee, Critter Ridder has the right to charge for any contracted services performed prior to cancellation. Customer agrees not to insert any delays in the work process until the entire project is complete. Failure to comply may incur additional trapping and flushing fees.
15. That additional addendum documents including, but not limited to, pier and beam structures/plumbing integrity tests, barrel tile roofs, required maintenance, fruit bearing trees, etc. may be required to maintain warranty.

Additional Comments/Agreed Upon Amendments to Warranty: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

This agreement submits to the jurisdiction of State Courts of Travis County, Texas.

The Parties are bound by the written terms hereof and not any terms agreed to outside of this agreement. All future changes hereto must be mutually agreed upon and made as a written addendum to this written agreement. Customer acknowledges and agrees to all of the individually numbered items on this agreement.

Customer Signature \_\_\_\_\_ Date: \_\_\_\_\_

Customer Printed Name: \_\_\_\_\_

Critter Ridder LLC \_\_\_\_\_ Date: \_\_\_\_\_