

For a successful Bed Bug Heat Treatment our service technicians need your full cooperation.

_____ **CONDITIONS AND RESPONSIBILITIES OF THE CUSTOMER.** The following are the necessary preparations to be performed by the customer before any heat treatment is to be performed. If for any reason these procedures are not followed DOFFDON LLC cannot be held responsible for any injuries, damages, or re-infestation of bedbugs. Failure of the DOFFDON LLC to note any deficiencies to the following preparation list does not waive the responsibility of the customer. To help complete the checklist, Customer may checkmark each box.

TURN OFF

_____ **AIR CONDITIONING, BURGLAR UNITS, and SPRINKLER SYSTEMS** (if heat sensitive) The occupants must turn off any and all of these and similar units such as sprinkler systems before treatment are to be performed by DOFFDON. The customer understands the DOFFDON insurers will not be held responsible for any property or damages caused by any of these units, systems, or similar mechanical items.

THE FOLLOWING ITEMS ARE TO BE REMOVED FROM THE STRUCTURE

_____ Aerosol cans (air fresheners, cleaning products, etc.), Candles, Crayons, and other wax-based products, Flammables, Ammunition/black powder, Alcohol products, lighters, oxygen bottles, or other pressurized objects, pets, plants, loose photos. All prescription medicines.

_____ **ELECTRICAL EQUIPMENT INCLUDING, BUT NOT LIMITED TO:** flashlights, batteries, musical equipment including all stringed instruments, oil painting or other art, heirlooms, and items considered irreplaceable. (Electronic equipment such as TV's and alike should be fine to stay as long as the stand is sturdy, and it's a good idea to unplug them)

_____ Poorly made plastic Mini-blinds need to be removed and placed in the bathtub/shower. Curtains can stay hanging, along with wooden mini-blinds. (Mini-blinds should be pulled all the way up)

_____ Loose papers, newspapers, and magazines should be thrown away. No clutter

_____ All TV's on weak plastic stands must be placed on the floor (wall hangings should be fine)

_____ Let the air out of all air mattresses.

_____ Clean out all closets with boxes, throw away all unwanted items.

_____ Put all books magazines in plastic tubs (can be purchased at Walmart or Home Depot)

_____ Put all CD and video games in plastic tubs, also game boards, etc.

CLOTHES AND CLUTTER (150 Degree heat will penetrate about 3 inches of loose clothes on the floor in 2 hours, depending on the density of the material) But we want the clothes bagged for warranty.

_____ All clothes in drawers and bedding, except hanging clothes in closets, **MUST** be taken to a **Commercial Laundromat** and dried on the highest heat setting for at least 50

minutes. **Make sure not to fill the Dryer more than halfway**, the clothes must tumble. Then put them in new clean trash bags, tied tightly. Clothes may be brought back to the residence but must stay in sealed bags until heat treatment is finished.

_____ **THERE IS TO BE NO CLUTTER!!!!** No piles of clutter, no full boxes, no stacks of papers to guarantee service.

_____ Throw away all junk and trash in new clean trash bags and throw away in the dumpster out of residence.

_____ **CLEAN OUT ALL CLOSETS**

_____ If you vacuumed up live bed bugs, the vacuum needs to be thrown away or taken apart.

VERY IMPORTANT STEP

Procedure to vacate home.

Step 1 Wash and dry on HIGH for 1 hour 2 set of clothes to wear out of residence the day of treatment place them in a trash bag.

Step 2 Take a long hot shower to leave the soap in hair for 5 minutes, then put 1st set of clean clothes on, leaving one set of clothes. **DO NOT SET ON FURNITURE AFTER BATHING.** You may pick up a bedbug and take it with you.

Step 3 Remove yourself out of residents for 24 hours. Taking only DL, and cards.

Step 4 Leave your car parked in the HOT sun with the window rolled up to ensure Bed-bugs are killed in a car. (if not sure opt to have Doffdon spray it \$100 per car)

Procedures upon returning home.

Step 1 Turn on A/C

Step 2 Remove the second set of clean clothes from the bag. Remove current clothes you're wearing and place them in the now empty trash bag. Immediately take them to DRYER and put on high for 45 minutes to 1 hour.

Step 3 Take a hot shower and put on the second set of clothes.

_____ Binding Arbitration-The customer and The Company agree that any controversy or claim between them arising out of or relating to the interpretation, performance or breach of this contract or to the treatment of or rendering of services to the identified property in any way, whether by virtue of the contract, tort or otherwise, shall be settled exclusively by arbitration. The arbitrator shall be a licensed legal representative, independent, mutually agreed upon, and to the greatest extent possible, be knowledgeable in pest control and building construction matters by education, experience, licensing, and training to deal with the issues and claims presented. The arbitrator shall give effect to any and all waivers, releases, disclaimer, limitations, and other terms and conditions of this Contract. Neither party shall sue the other party with respect to any matter in dispute between the parties other than for enforcement of this arbitration provision or of the arbitrator's decision and a party violating this provision shall pay the other party's costs, including but not limited to, attorney's fees, with respect to such suit and the arbitration the award shall so provide.

NOTE:

You and pets must not enter the residence for 24 after the technicians finish the heat treatment process. The technicians will give you sufficient time to return. This will help ensure the effectiveness of the heat treatment process. The longer the heat is contained, the more effective the process will be. After treatment, you may notice clothing, mattresses, blankets, sofa cushions, etc. are not the way you left them. The technicians will need to remove the dust covers from the bottom of all couches and chairs. The technicians must also rotate and remove these items to achieve even heat distribution throughout the entire treatment area and furniture.

CANCELATION FEE

A Technicians and attendant staff members have been scheduled to serve you for your treatment and cancellation on such short notice would not allow sufficient time to schedule other appointments or treatments. As such canceling within 7 days is not sufficient time to reschedule a new appointment and a \$250.00 cancellation fee will apply. It applies both ways. IF Doffdon LLC cancels your appointment we will pay you \$250.00 for rescheduling.

_____ SECURITY OF PERSONAL PROPERTY OR CONTENTS: For insurance purposes, we request you remove and take with you any valuables you deem necessary, such as jewelry, furs, etc. We recommend that you remove any valuables, including, but not limited to, cash, jewelry, and personal items, from the (building/residence) prior to the DOFFDON services. The customer understands that DOFFDON LLC and its insurers will not be responsible for the theft or disappearance of any personal property or contents from the building/residence during the treatment process.