



Protecting People, Property and Wildlife ®

## **OUR GUARANTEE AND WARRANTY IS SIMPLE – OUR REPAIRS KEEP ANIMALS OUT!**

We're there for you if you have an animal intrusion or breach into your home or business. Critter Control is committed to providing you an outstanding customer experience. The continuing education received by our technicians ensures that you will be provided with industry leading expertise. Nationwide, we and the other Critter Control franchisees handle more than 200,000 service requests each year. We are uniquely qualified to provide safe and effective controls for nuisance pests and wildlife while providing you with a superior customer service experience.

We understand that protecting your home or business from nuisance pests is important to you. We also understand that once we get the animals out of your home or business you do not want them back. That is why our team of trained experts can provide lasting security against the recurrence of animal and pest invasions on your property. You deserve to feel secure in your home or business. That is why our repairs come with this limited lifetime warranty.

We stand behind our work so strongly that we are the only company in the industry with a true Limited LIFETIME WARRANTY. Our WARRANTY is a signed service contract stating that we not only get all of the animals out of your home or business now, but that for the lifetime of your home, we will keep them out from getting back in through entries that we have repaired.

## **FREQUENTLY ASKED WARRANTY QUESTIONS**

**Why do I need an Animal Damage Protection Warranty?** Your home or business is oftentimes your biggest personal investment. Unexpected repair of animal damage can easily strain your budget, and finding an approved and insured contractor to solve your problem can be inconvenient, if not downright stressful. Our Limited LIFETIME WARRANTY will give you peace of mind – and our annual re-inspection helps discover, prevent and/or mitigate new animal access attempts while keeping your property secure.

**How does an Animal Damage Protection Warranty work?** While it is extremely rare, an animal may re-enter your home through an entry we have repaired. If this happens, simply request service by calling us and speak with a Critter Control customer service representative. After your service request is received, one of our Certified Wildlife Specialists will contact you to schedule a time to diagnose the situation.

**Exclusions** This Warranty does not include repairing entries or areas of your home not repaired by us or not included on the original service agreement, Animal Entry Worksheet and/or invoice, and does not include the cost of repairing or replacing computers, documents, artwork, or other personal property of any kind. The warranty also does not cover entries or other areas of your home that you have significantly renovated since the date of our repairs. This warranty also does not include coverage on temporary repairs or repairs that were recommended with a non-warranty contingency or exception on the original service agreement.

**How many times can I use my Animal Damage Protection Warranty?** You can use the warranty an unlimited number of times during the life of your home.

**What if I have a problem that is not covered?** If the problem is not a covered warranty item, the specialist that provides the inspection will advise you as to what our recommendations are to resolve the conflict. This can include reduced service call fees for any additional animal removal/control or additional repairs of new entry points. For covered repairs, there will be no fees for animals removed (if they gain access through our repair), or additional repairs to the entry site on which we previously provided exclusion.

**Notice** This Critter Control office is an independently licensed franchisee/operator of Critter Control®, and the Limited LIFETIME WARRANTY above is offered solely by this franchisee at this location.