

# WARRANTY

## Contract and Service Agreement

Verification of the warranty period requires copies of work orders, receipts or other proof of work. Please retain these records.



## Michigan Bat Control, Inc.

We stand behind our work and guarantee it with a warranty. It is our goal to solve your nuisance wildlife problem permanently. We identify the cause of the problem and fix it. Fixing the holes to prevent the return is our number one goal. If an animal gets past our repairs, we will redo it for no additional charge. Not responsible for damages by wildlife occurred during the removal process. Below is more detail for each wildlife control program we offer.

### Warranties for Your Comprehensive Wildlife Control Program



**Estimates/Inspection:** Your inspection fee is due during the time of inspection. Our inspections should take approximately 30-60 minutes. At the time of the inspection or via email you will receive an estimate for a wildlife control program we recommend. Your estimate is always good for one year from the time of the inspection. If we do not perform any work on your home to get rid of the problem animal or bird additional service fees will be charged for return inspections. If you have already received an inspection from another company and charged a fee, you may be covered under our "free competitive bid" program and not charged a fee for an estimate. We do not provide full inspections for free estimates. If you would like a complete inspection done our normal service charge will apply.



**Bat Removal: (Covered)** We guarantee all of our work and back it with a full five year warranty. Our estimates and service contract are for removal and bat proofing your entire home or building. We seal all openings ½" high x 1 ½" wide where a bat can enter into your home or attic. We give a full five year warranty on the repairs we perform on your home for bat prevention and exclusion. This is for your satisfaction and security that if there is a re-entry of a bat into your home or attic we will return with no additional cost. One-way door removal and one re-inspection after a minimum of 30 days are included upon request and appointment. For jobs completed over the winter, we will return in the spring upon a scheduled appointment from the homeowner. For bat removal of log cabins and cedar shake roofs we only **warranty for one year**. Log cabins shift so much there is no guarantee the house will stay sealed up for five years. For a reduced yearly maintenance fee we will return and touch up our repairs to maintain a bat free home.

**Bat Removal: (Not Covered)** If all recommended repairs on your estimate/contract are not sealed by Michigan Bat Control, Inc. no warranty can be provided. Bats getting into homes through open doors or windows will not be covered. A Dead bat found in the attic or house is not covered under our warranty however we will return for an additional service fee to remove the deceased bat. Bats hanging on the exterior of the home, roosting behind shutters, roosting under loose siding, roosting underneath eaves or roosting in gable vents we did not screen from the outside of the home will not be covered under the warranty. Noises heard over the winter will be dealt with during the following spring season as we cannot get rid of the bats during winter. Although scratching noises heard during the five year warranty period we will return for no additional cost, but if we determine through test traps you are not hearing bats additional trapping fees will apply. This includes birds, mice, squirrels, raccoons, and all other wildlife. New roofs, weather damage, or any other damages to the outside of your house will void your bat removal warranty. Exclusions done during hibernation period (Oct- April) bats will not leave the roost and you may still encounter bat activity (scratching and bats in the house). We can return during this time to remove any bats in the house at a reduced service fee rate.



**Bird Control: (Covered)** Much like our bat removal program we warranty all of your repairs for bird control for five years. Eave repair, gable vents, exhaust vents, bird netting, etc. If bird make it back in throughout repairs we will fix the problem for up to five years. For trapping and relocation of birds see our wildlife trapping program.

**Bird control: (Not Covered)** Removing bathroom vent or dryer vent covers will void the warranty for that service. New roofs, weather damage, or any other damages to the outside of your house will void your bird control warranty.



**Mice/Rat Control: (Covered)** 30 day mice control program. We do not use poisons! We provide a safer alternative solutions to rid your mice/rat problem. Your initial service call includes set up of traps (if necessary), one way doors, attic inspection, roof inspection, perimeter inspection of the home and sealing one main entry point. Each return visit thereafter to remove any dead mice/rats we charge a flat rate service fee. We provide a full written report along with a complete whole home mice/rat proofing estimate to rid your mice/rat problem (This is recommended). Your estimate is always good for 1 year. If a mouse/rat chews through our repairs we will fix it during a paid service call, but the repair will be done at no additional cost for five years.

**Mice/Rat Control: (Not Covered)** Return visit to remove any traps without a fee. (We return to remove mice/rats 7 to 10 days later upon requested appointment). Any new openings chewed through by mice/rats are not covered, but can be fixed at an additional fee. New roofs, weather damage, or any other damages to the outside of your house will void your mice/rat repair warranty. New scratching after your 30 day mice/rat control program will not be covered without a service fee if. We do not guarantee mice/rat removal jobs passed our 30 day control program as they can return by chewing new openings at any time. Our repairs are strictly designed to control your mice/rat problem, cut down on entries and runways. 60 percent of all homes can be completely mice/rat proofed, but not all homes. Quarterly or annual maintenance programs are best to solve your mice/rat problem.



**Squirrel Control: (Covered)** 30 day squirrel control program. Our squirrel control program is designed to remove the existing nest. Our program includes the setup of a one way door first at the entry point. This allows the squirrels to exit but not return. If the squirrels are still present within the 30 day service agreement we will return and install a multi-catch trap for no additional fee. If neither of the first two steps work, our last step is to set traps to capture and relocate unwanted squirrels from your home. We require you to call with any captured squirrels. After the nest of squirrels are removed we will fix the main entry point at no added cost to you. If there are multiple potential entry points we will give you a whole home squirrel proofing quote which covers screening and repairing eaves, vent covers, caulking, etc. This will also keep other wildlife out as well.

**Squirrel Control: (Not Covered)** After the 30 day squirrel control program each additional service trip will be charged a service call fee and or a new squirrel control program fee will be applied. Any new openings chewed through by squirrels are not covered, but can be fixed at an additional fee. Not responsible for damages by wildlife occurred during the removal process. New roofs, weather damage, or any other damages to the outside of your house will void your squirrel control program.



**Wildlife Trapping/Relocation Program:** Service agreement term is good for 30 days from initial service call (set up fee). During your 30 days of service we will return and re-bait any traps if necessary. We have a flat rate charge. Traps set on your property may catch other nuisance wildlife other than the targeted animal. It is the customers responsibility to inform us when any animals are captured. For nocturnal wildlife please call our office before 8 am. We set the traps so customers can easily see the traps at a safe distance. Traps may be removed without notice when we determine the problem wildlife to be excluded even if said wildlife has not been captured. For raccoon relocation eviction fluids may be used. Wildlife damage repairs are not included in your wildlife relocation price. A separate estimate will be given for wildlife proofing. No one other than an employee of Michigan Bat Control, Inc. is allowed to handle the traps without consent. It is important to let all neighbors know there are traps on your property. Anyone bitten or scratched by an animal should contact emergency services as soon as possible.



**Attic Restoration, Insulation & Insurance Work:** Most damages to your insulation need to be replaced. Some homeowner's insurance companies may pay for this. Customers are responsible to pay their deductible. All payments whether paid by the homeowner or insurance company must be paid upon completion of work. We may require 50% of total net payment. All contaminated Insulation and waste will be removed and reinsulated to the proper R-Value agreed to in your contract. \

Your service contract covers the repair or replacement of any repairs that we have made and/or products we have installed, including but not limited to:

- Chimney caps, screens & Crowns
- Roof vent guards/covers and screens
- Attic vent screens/repairs
- Fan vent screen/guards
- Gable vent screens
- Vent pipe guards
- Deck barriers/screens
- Bird Spikes
- Roof repairs
- Eave repair
- Caulking (doors & windows)
- Animal entry points
- Dryer/bathroom vent exhaust
- Flashing
- Chimney repair
- Bird netting

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Authorized By :