



1-888-2MASSEY
www.masseyservices.com

MULTI-FAMILY PROPERTY PEST PREVENTION PROGRAM

Guaranteed!
Or Your Money Back

If you have a unit(s) where you are not satisfied with the results of MASSEY'S Pest Prevention Service, we will provide the necessary service at *no additional charge*. After 30 days, should the pest problem persist, we'll continue to provide service at *no additional charge* until you are satisfied, or we will refund your last regular service payment for the infested unit(s).*

*A current balance, maximum 30 days, must be maintained to receive any refund or reimbursement under this Guarantee.



A handwritten signature in blue ink, reading "Harvey L. Massey".

Harvey L. Massey
President

Protecting Health, Food, Property and the Quality of our Environment



PEST PREVENTION FOR MULTI-FAMILY PROPERTIES

MFP NO. _____

SERVICE ADDRESS**BILLING ADDRESS**

Property Name				Property Manager/Owner Name			
Property Address				Property Manager/Owner Address			
City	State	County	Zip	City	State	County	Zip
Phone		Fax		Phone		Fax	
Total Buildings:		Total Units:		Units: #1 BR _____ #2 BR _____ #3 BR _____ Other - _____			
Service Center:		Telephone #:		Route #:		Grid #:	
				Service Day:			

I. SCOPE OF SERVICE

MASSEY'S Pest Prevention Program for Multi-Family Properties is a cooperative effort between MASSEY SERVICES, INC. and individual property management.

A. PEST PREVENTION SERVICES WILL BE PROVIDED FOR:

Roaches, Ants (including Fire Ants, Carpenter Ants, Pharaoh Ants and Ghost Ants), Spiders, Silverfish, Rats and Mice, plus interior service for Fleas and Ticks.

B. MASSEY AGREES:**1. Initial Service**

- To service all common areas and the exterior perimeter of all buildings/units to prevent pest entry and infestation.
- To service all vacant units and all other units requiring interior service.

2. Scheduled Services

- To service all common areas and the exterior perimeter of all buildings/units to prevent pest entry and infestation.
- In a climate like ours, occasional pest sightings should be expected. When such sightings occur, MASSEY will provide any necessary pest prevention services, *at no additional cost*.
- To service all units vacated since our most recent visit.

C. PROPERTY MANAGEMENT AGREES:

- To make the premises available for inspection and service each month in order to maintain the effectiveness of our Pest Prevention Program and the integrity of our guarantee.
- To maintain and/or correct any conditions, avenues and sources which are conducive to the harborage and breeding of pests, such as: prune foundation plantings or overhanging trees which are in contact with the structure; keep gutters and outside drains clean; fit screens to windows; clean debris from trash areas; repair plumbing leaks; repair cracks in the structure, etc.
- To provide current resident and new residents with MASSEY'S brochure: "Pest Prevention for Multi-Family Properties - Partners in Prevention."
- To maintain the "service log" when pest sightings occur, or units become vacant, for the purpose of providing pest prevention services during scheduled service visits.

II. ALLERGIES AND SENSITIVITIES

If you, or any occupants, are prone to allergic reactions or sensitivities to dust, pollen, odors, chemicals, solvents, etc., or suffer from any respiratory illness, you should consult your physician before any service is performed on your property.

III. TERMS OF AGREEMENT

- This Agreement will be in effect for an original period of twelve months and shall renew itself on a month-to-month basis thereafter, unless written notice is given by either party thirty days prior to the anniversary date of the Agreement.
- If Customer becomes dissatisfied with MASSEY's service, the Customer may cancel this Agreement by giving thirty (30) days written notice.
- MASSEY reserves the right to adjust the service charge anytime after the second year.

IV. PAYMENT TERMS

- Invoices are mailed at the beginning of each month and include the current month's charge. Invoice may be paid immediately or at the time service is rendered.
- Customer may choose to pay for a year of service in advance and receive a 5% prepayment discount.
- A late fee of one and one-half percent (1.5%) will be assessed monthly on all account balances over 30 days.

V. SPECIAL TERMS AND CONDITIONS

See reverse side hereof for Special Terms and Conditions.

SPECIAL INSTRUCTIONS/COMMENTS:**SERVICE CHARGES:****1st Year**

Monthly Charge = # of Units _____ x \$ _____ per unit charge = \$ _____
Initial Charge = # of Units _____ x \$ _____ per unit charge = \$ _____
Annual Amount (1st Month Charge + Monthly Charge x 11) = \$ _____
5% Discount for Annual Payment in Advance = \$ (_____)
Discounted Annual Payment = \$ _____
Amount Remitted with Agreement = \$ _____

2nd Year Guaranteed Rate:

Monthly Charge = # of Units _____ x \$ _____ per unit charge .. = \$ _____
Annual Amount (Monthly Charge x 12) = \$ _____
5% Discount for Annual Payment in Advance = \$ (_____)
Discounted Annual Payment = \$ _____

METHOD OF PAYMENT:☐ Cash☐ Check # _____Credit Card: ☐ Visa☐ MasterCard☐ Discover☐ American Express

Account # _____ Exp. Date _____ Authorization # _____

MASSEY Representative _____

Service Center _____

Address _____

General Manager Approval _____

Date _____

Customer Signature _____

Tracy Lease

You, the Buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction, by giving written notice of cancellation by registered mail to MASSEY SERVICES, INC.

SPECIAL TERMS AND CONDITIONS

I. DISCLAIMER

- a. MASSEY will use every precaution to protect the property of the Customer. However, this Agreement does not guarantee, and MASSEY will not be responsible for, present and/or future insect and/or rodent damage to structure(s) and/or provide for the compensation or repair of same.
- b. This Agreement does not include control or prevention of wood destroying organisms such as termites, powder post beetles, wood borers or wood decay fungus. The Customer expressly waives and releases MASSEY from liability for any claim of personal injury or damage to the structure or its contents caused by wood destroying organisms OR any other pests listed on this Agreement.
- c. MASSEY's liability under this Agreement will be terminated if MASSEY is prevented from fulfilling its responsibilities by reason of delays in transportation, shortages of fuel and/or materials, strikes, embargoes, fires, floods, quarantine restriction, or any act of God or circumstances or cause beyond the control of MASSEY.

II. INSURANCE DISCLOSURE (Georgia Only)

'The Georgia Structural Pest Control Act' requires all pest control companies to maintain insurance coverage. Information about this coverage is available from this pest control company.

Guaranteed Satisfaction

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THANK YOU FOR SELECTING MASSEY'S PEST PREVENTION PROGRAM!

Our Company takes pride in maintaining a good relationship with our Customers. If you have any comments or suggestions, please call our Customer Care Center at (407) 875-3939 or (800) 432-1820, or write c/o Vice President of Quality Assurance, P.O. Box 547668, Orlando, Florida 32854-7668