



SERVICE GUARANTEE

Our Commitment To You

We commit to providing you with the very best service! We commit to conducting ourselves with professionalism and integrity in everything that we do for you – Safely, Promptly and Courteously. Should you detect a live bed bug in your home¹ within 90 (ninety) days subsequent to our initial treatment³ we will return to your home, assess the situation and determine an appropriate mitigation protocol^{2,4} that we will conduct for you at absolutely no charge to you whatsoever⁴.

1. Customer must present a live bed bug upon arrival for confirmation within the warranty period to trigger the service guarantee – ‘bites’ alone are not sufficient to trigger the warranty
 2. Protocol may consist of one or more the following at the sole discretion of the Company: a) Manual steaming b) Dusting or other ‘traditional’ protocols including chemical use if desired
 3. Service guarantee is limited to 90 calendar days from the date of initial treatment only and, in all cases, does not include a follow-up heat treatment
 4. Service guarantee differs for commercial / multi-residential / semi-detached or connected home clients. Limited to a maximum of one follow-up visit (if necessary) pursuant to ‘3’ above or as otherwise specified at time of booking
- **GreenTech Bug Heat reserves the right to modify this service guarantee, its offering(s) and/or conditions in whole or in part without prior notice to the client
5. Terms of this Service guarantee may be amended by GreenTech as warranted and as discussed with the Customer based on each unique set of circumstances prior to the treatment

