CUSTOMER AGREEMENT — MOLD REMEDIATION AND RELATED SERVICES
N.B: This contract contains a limitation of liability.

The undersigned client, being the building owner, owner's representative, or resident, hereby authorizes identified below to perform mold remediation and related services at the property noted below. We/I also acknowledge that we/I have read and understand the information contained in the Mold Brochure and the *Customer Information Form—Water Damage.*

Mold Remediation Standard Procedures. The Service Provider endeavors to follow the *IICRC Standard and Reference Guide for Professional Mold Remediation* (S520), published by the Institute of Inspection, Cleaning and Restoration Certification (IICRC). The S520 procedural standard and reference guide is recommended for use by professionals in the mold remediation industry. We will advise you should any limitations arise while servicing your property which restricts us from complying with the S520 Standard.

Indoor Assessment and Scope of Work. The Service Provider recommends you engage an Indoor Environmental Professional (IEP) to assess the mold contamination on the property and to determine a scope of work for remediation. The scope of work and the types of remediation procedures conducted may impact the results that can be expected from the remediation process. (The Service Provider does not offer indoor environmental testing services.)

You are entitled to a written scope of work. The Service Provider's services are intended to address visible mold contamination and associated spores in the areas we are working on. We cannot be responsible for mold growth, spores, and other contaminants in other parts of the property, hidden within the structure, or not disclosed.

Work Specifications or Protocol. On mold remediation projects, we recommend that you engage an IEP to develop a protocol and technical specifications, detailing how remediation is conducted during the project. If an IEP cannot be engaged to develop a protocol and technical specifications for the project, the Service Provider may develop a work specification for the mold remediation project based on the principals of the IICRC S520 Standard.

Unforeseen Circumstances. During work on your property, we may discover additional mold contamination or water damage. We will promptly notify you of changes in the scope of work that impact the time frame or cost of the remediation process.

Verification of Property Remediation. An IEP should conduct post-remediation verification that the property has been restored to levels of mold which are normal for indoor environments. The Service Provider cannot verify or be responsible for the results of remediation if you decline indoor environmental testing. (The Service Provider does not offer indoor environmental testing services.)

***limitation of liability: in no event shall The Service Provider, its owners, any officers, directors, employers, agents, franchisor, or affiliates be responsible for indirect, special, nominal, incidental, punitive or consequential losses or damages or for any penalties, regardless of the legal or equitable theory asserted, including contract, negligence, warranty, strict liability, statute or otherwise, even if any had been aware of the possibility of such damages or they are foreseeable; or for claims by a third party. The maximum aggregate liability shall not exceed three times the amount paid by customer for the services or actual proven damages, whichever is less. It is expressly agreed that customer's remedy expressed herein is customer's exclusive remedy. The limitation set forth herein shall apply even if any other remedies fail of their essential purpose*.** Some states/counties do not allow the exclusion or limitation of incidental or consequential damages, so portions of the above may not apply to you.

_____ _____ _____ _____

Client's Signature Date Service Provider's Signature Date

_____ _____

Printed Legal Name

_____ ( ) corporation, ( ) LLC, ( ) partnership, ( ) LLP , ( ) sole proprietorship

Address d/b/a CEILINGPRO _____

CEILINGPRO is Independently Owned and Operated.