

Attention Valued BuildSafe Customers:

BuildSafe Environmental (BuildSafe) appreciates the opportunity to perform environmental inspection service(s) at your property! We value our Customer's needs to save time and money! So that your experience with BuildSafe is a great one, please note the following Payment Terms and Customer Disclosures as it is the binding agreement between BuildSafe and the Client. Contact our office at 720-598-0600 with any questions or comments.

PAYMENT TERMS

Pay At Time of Service: To keep costs down for BuildSafe services, we charge most clients at time of inspection service. In rare circumstances, additional fees may be incurred after payment has been taken at time of service. See Customer Disclosures for details.

Credit Card On File with Square: Customer Credit Cards are kept securely using *Square* credit card merchant services. Once a credit card is placed on file with Square, the Customer will receive an email notification from Square that the card has been linked to BuildSafe Environmental. Prior to charging the credit card for services performed, BuildSafe will send an invoice from Square for review and payment. If the customer does not pay through the email notification within 2 Business Days, the credit card on file will be automatically charged for the total fees. BuildSafe will not send report files until payment is received in full.

Consumer Account Net 30 Invoicing: All fees for work performed are due within thirty (30) days from date of invoice. Fees are non-transferable. No Customer invoicing discrepancies will be considered for *Past Due* invoices (Net 30). An interest rate of 8% will be applied to any accounts exceeding thirty (30) days past due. Subject to applicable laws governing work performed by tradesmen, BuildSafe reserves the right to send any Past Due accounts to a legal collections agency to handle actions necessary to recover payment.

Commercial Account Net 30 Invoicing: All fees for work performed are due within thirty (30) days from date of invoice. Fees are non-transferable. No Customer invoicing discrepancies will be considered for *Past Due* invoices. Invoices are considered *delinquent* if no payment is received within sixty (60) days and an interest rate of 21% per annum will be applied. In the event that *delinquent* accounts are referred to a licensed collection agency or attorney, the Customer agrees to pay costs of collection in the amount of 33% of the outstanding balance. If litigation becomes necessary, the Customer agrees to pay all reasonable attorney's fees.

Third-Party Billing: The Primary Customer has requested a third-party agency (e.g., insurance, real estate agent, etc.) to handle all BuildSafe invoice payments. In good faith, BuildSafe will work diligently with the third-party to collect payment. If no payment is received within thirty (30) days from date of invoice, BuildSafe will notify all parties. The Primary Customer agrees to pay for any work not covered or paid for by the third-party. See the payment terms for *Consumer Accounts* and *Commercial Accounts* for further detail.

Legal Collections: BuildSafe will make concerted effort to contact the Customer via email, phone and mailers to recover a past due payment. It is never our intention to send a valued Customer to legal collections. However, we strive to keep costs low for BuildSafe customers that pay on time. Once an account is placed in Legal Collections, the Customer will not be able to pay BuildSafe directly and BuildSafe will no longer be able to discuss payment matters with the Customer. All *Delinquent* (i.e., Past Net 60) accounts will be sent to the Law Firm of Thorne, Brooks & Shapiro to handle legal actions against the account holder and the property serviced.

Returned Check Disclosure: Any check returned to BuildSafe for non-payment will be charged a fee of \$50.

CUSTOMER DISCLOSURES

Estimates –BuildSafe will provide estimates via phone and email; and for standard projects, the Customer can expect to pay the estimate discussed. Flat rate pricing includes limited inspection and consulting time, report time, and trip charges. However, until the on-site visit, sample collection and project consultations are complete, BuildSafe cannot determine exact fees (e.g., additional time, number of samples, etc.). Phone and email estimates provided are not formal quotes. For an estimate, contact BuildSafe at contact@buildsafeenviro.com or 720-598-0601. As with any service to your property, the Customer is responsible for requesting estimated pricing before scheduling inspection services.

Limited Onsite Inspection Time – Flat rate *Inspection* services include a maximum of one hour onsite inspection time. *Site Consultations* (no reports, no sampling) is limited to 30 minutes onsite. These time limitations are designed to keep costs low for our Customers. Please ensure all parties onsite are aware of Inspector time limitations. Should there be a need for additional onsite Inspector time (e.g., whole house investigation for large properties, abundant sampling, crawl space inspections, etc.), BuildSafe will bill the Customer at an additional hourly rate in 15 minute increments. BuildSafe consultants can provide a breakdown of their project time upon request. The Customer agrees to pay for additional reasonable charges incurred.

Laboratory Hours –Lab testing services are limited on holidays, weekends, after-hours, and during high volume seasons. No lab turnaround time is guaranteed. Please discuss when to expect lab results with your Inspector or contact the office if you are waiting on lab results. We can contact the lab and provide an update to you on the status of your results.

Expedited Report Fee – BuildSafe’s standard for report turnaround time is two business days after the lab results have been received. Delayed report delivery may occur during busy seasons. Once laboratory results have been received, BuildSafe will contact you with verbals to keep your project on track. Phone consultation is available at any time. If a report is needed quickly, BuildSafe offers expedited reports for an additional \$50 fee.

Third-Party Customer Representation –If a third-party representative (e.g., contractors, real estate agents, tenant, etc.) provides access to the BuildSafe Inspector, BuildSafe is not responsible for any work scope or billing changes the third-party advises to the BuildSafe Inspector at time of service. Paying Customers are responsible for discussing their billing concerns with BuildSafe upon scheduling and with all third-party representatives working directly with BuildSafe.

Phone Consultation – BuildSafe’s marketed *Free Phone Consultation* is a promotion to the general public to determine if environmental consulting services are necessary. As part of BuildSafe’s paid-for services, we include phone consultation time in our flat rate pricing. However, this time is limited to keep costs low. Should your project require ample time for phone consultation (e.g., consultation with multiple parties, technical or large scale projects, etc.), BuildSafe will bill the Customer at an hourly rate in 15 minute increments. The Customer agrees to pay for additional reasonable charges incurred.

Customer Confidentiality – To protect Customer confidentiality and save money, BuildSafe must receive authorization by the Customer to provide phone consultations or copies of reports to additional parties. Please direct BuildSafe if you would like other parties to be included in your consultations and report correspondence.

We appreciate your business and look forward to serving you!



**BUILDSAFE
ENVIRONMENTAL**
720.598.0600