ALLEY CAT

Rodent Exclusion Service Warranty Agreement

GOVERNING SERVICE TERMS.

This Warranty Agreement is subject to and governed by the Alley Cat Service Terms & Conditions, including the dispute resolution, mediation, arbitration, payment, documentation, and governing law provisions contained therein. In the event of a conflict between this Warranty Agreement and the Alley Cat Service Terms & Conditions, the more specific warranty limitation or warranty-eligibility provision in this Warranty Agreement will control as to warranty coverage, and the Service Terms & Conditions will otherwise control.

COVERAGE

A. Areas Covered Under the Warranty

WARRANTY PURCHASE REQUIRED; NO WARRANTY IF OPTED OUT.

Warranty coverage applies only where Client purchased warranty-backed services and did not elect Warranty Opt-Out in the signed Agreement / Scope of Work. If Warranty Opt-Out was selected, any return visit is treated as a paid service visit or re-service visit under the Alley Cat Service Terms & Conditions.

Warranty coverage applies strictly and exclusively to the specific structure, rodent species, serviced areas, materials, workmanship, and labor expressly identified in the written Agreement / Scope of Work. Warranty coverage does not extend to detached structures, garages, sheds, accessory buildings, neighboring units, common areas, shared walls, attached structures, HVAC equipment, air ducts, vapor barriers, insulation, appliances, utilities, or other systems or components unless those items were explicitly included in the written Agreement / Scope of Work and actually serviced by Alley Cat.

If rodent activity reoccurs in a serviced area during the warranty term, Alley Cat will evaluate whether the reported condition is covered under this Warranty Agreement. Covered warranty service is limited to conditions directly related to a failure of Alley Cat's original exclusion work within the serviced areas and is subject to all exclusions, property conditions, access requirements, claim timing requirements, and warranty-eligibility conditions stated in this Warranty Agreement.

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B. Exclusions from Coverage

1. Untreated areas, systems, components, appliances, or utilities not expressly included in the written Agreement / Scope of Work.

2. New entry points or openings that develop after completion of the original service, including openings caused by weather, settling, structural movement, deterioration, wear, corrosion, landscaping changes, vegetation contact, stored materials, roof or exterior deterioration, flashing failure, fascia deterioration, siding failure, vent deterioration, or other changes occurring after service.

3. Rodent activity originating from adjacent properties, neighboring structures, shared building components, shared walls, utility pathways, soil conditions, retaining walls, landscaping features, buried utilities, or other areas outside the serviced structure and outside Alley Cat's control.

4. Subterranean tunneling, shallow foundation conditions, below-grade vulnerabilities, or re-entry beneath slabs, footings, stem walls, grade beams, perimeter embedment areas, or other below-grade structural elements, unless a below-grade exclusion scope is expressly included in the written Agreement / Scope of Work and performed by Alley Cat.

5. Structural movement, natural deterioration, weathering, corrosion, aging of building materials, natural disasters, severe weather, flooding, earthquakes, or other external events occurring after completion of the original service.

6. Property maintenance conditions outside Alley Cat's control, including poor sanitation, accessible food sources, unresolved moisture, plumbing leaks, standing water, vegetation contacting the structure, or other environmental conditions that promote rodent activity.

7. Alterations, repairs, remodeling, installations, demolition, third-party construction, or other post-service changes that modify serviced areas, disturb exclusion materials, or create new rodent entry points.

8. Damage to exclusion materials caused by pets, wildlife, occupants, contractors, appliance movers, or other human activity after service.

9. Electrical wiring, cables, or related electrical components, whether the damage occurs before or after service.

10. HVAC equipment, air ducts, or ventilation components unless those items were expressly included in the written Agreement / Scope of Work and serviced by Alley Cat.

11. Species other than the rodent species addressed in the original service.

12. Secondary or consequential damage occurring in untreated areas or arising from conditions outside Alley Cat's original Scope of Work.

C. Rodent Exclusion Is Risk Reduction, Not a Permanent Guarantee

Rodent exclusion services reduce the likelihood of rodent entry but do not guarantee that rodents will never access the structure through pathways not addressed in the written Agreement / Scope of Work or through conditions that develop after completion of the original service. If unusually high levels of rodent activity are present or conditions materially worsen, additional services beyond the original Scope of Work may be required and may be billed separately.

D. Below-Grade / Shallow Foundation Conditions

Subterranean rodent pathways beneath slabs, footings, stem walls, grade beams, embedments, or other below-grade structural elements are not typically visible during a standard visual inspection and are outside the scope of standard rodent exclusion services unless specifically addressed in the written Agreement / Scope of Work.

Properties with shallow foundations, shallow perimeter embedment, tunneling conditions, undermined soils, voids, or similar below-grade vulnerabilities may require trenching, below-grade barriers, subterranean mesh, or other below-grade exclusion upgrades in order to qualify for continued or renewed warranty coverage.

Unless a below-grade exclusion scope, such as trenching or installation of a subterranean barrier, is explicitly included in the written Agreement / Scope of Work and performed by Alley Cat, warranty coverage does not apply to rodent activity or re-entry resulting from subterranean tunneling beneath slabs, footings, stem walls, grade beams, perimeter embedment, or other below-grade structural elements.

If repeated rodent activity is determined by Alley Cat to originate from subterranean tunneling conditions, Alley Cat may recommend trenching or other below-grade exclusion measures. Continued warranty service, renewal, extension, or reinstatement may be

conditioned on Client approving and completing the recommended below-grade exclusion work.

Alley Cat's observations regarding below-grade vulnerabilities are operational and pest-control oriented only and do not constitute an engineering, geotechnical, or building-code determination.

E. Property Risk Disclosure

Client acknowledges that certain property conditions, including shallow foundations, below-grade tunneling conditions, retaining walls, landscaping features, buried utilities, utility penetrations, grade changes, moisture conditions, and adjacent soil conditions, may create elevated risk of rodent re-entry. Alley Cat may document these conditions during inspection, estimate preparation, service, or warranty visits and may advise Client that trenching, below-grade barriers, or other corrective work are recommended or required for continued warranty eligibility.

F. Specific Inclusions for Treated Areas

Insulation, air ducts, and vapor barriers will only be covered if these areas were treated as part of the original service.

Coverage is limited to damages directly caused by Alley Cat's failure to deliver effective exclusion services within the treated areas.

CLIENT EXPECTATIONS AND RESPONSIBILITIES

A. Setting Proper Expectations

Alley Cat's rodent exclusion services aim to mitigate rodent activity but do not guarantee a permanently rodent-free property.

This warranty does not extend to secondary damages, such as property deterioration caused by pre-existing conditions or unrelated infestations.

B. Client Obligations

Maintain the Property:

Address conditions that promote rodent activity, including but not limited to: unsecured trash and garbage bins; unsealed entry points; accessible food sources such as pet food, bird

seed, fallen fruit, nuts, and seeds; pet droppings in and around the property; boxed goods and improperly stored food items; water leakage sources including clogged gutters and standing water; and vegetation, tree branches, or landscaping in contact with the structure.

Regularly inspect the property for potential vulnerabilities.

Cooperate with Alley Cat:

Provide access to the property for inspections, treatments, or follow-ups.

Promptly notify Alley Cat of any new rodent activity in treated areas.

Follow Alley Cat's Recommendations:

Implement preventive measures advised by Alley Cat, such as sealing untreated entry points or addressing environmental factors.

C. Limitations of Warranty Support

The warranty may be voided if the Client allows unauthorized third parties to perform repairs or modifications on treated areas, provided that Alley Cat has first notified Client in writing of the specific condition giving rise to the potential voiding and Client has failed to cure the condition within fifteen (15) days after receipt of such notice. Minor or emergency repairs that do not materially affect Alley Cat's exclusion work shall not constitute grounds for voiding the warranty.

Clients who fail to maintain the treated property or disregard Alley Cat's written recommendations may have their warranty suspended or terminated, provided that Alley Cat has first delivered written notice identifying the specific deficiency and Client has not cured the deficiency within thirty (30) days after receipt of such notice. If Client cures the deficiency within the notice period, warranty coverage will continue without interruption.

PROPERTY MAINTENANCE; COOPERATION; WARRANTY ELIGIBILITY

Warranty coverage requires Client to maintain reasonable property conditions that discourage rodent activity, including proper sanitation, removal of accessible food sources, timely repair of plumbing leaks and moisture conditions, reasonable maintenance of roofs and exterior components, and maintenance of landscaping and vegetation so they do not create access pathways to the structure. Warranty coverage may be denied, voided,

suspended, or limited if property conditions prevent effective rodent exclusion, if exclusion materials installed by Alley Cat are removed, altered, or damaged after service, or if subsequent construction, repairs, installations, or structural alterations modify areas previously serviced by Alley Cat or create new rodent entry points.

EXTENDED WARRANTY PROVISIONS

All warranty payments, including extended warranties, are due in full at the time of purchase and are non-refundable. If Client cancels or discontinues a warranty before the end of the current term, no pro-rated refunds, credits, or other financial returns will be issued. The warranty remains valid until the end of the paid term unless cancelled by Client.

Any renewal, extension, or reinstatement after expiration requires a validation inspection performed by Alley Cat. There is no grace period. Even if the warranty has expired by one (1) day, renewal or reinstatement requires a validation inspection.

If the validation inspection confirms that there is no active infestation, no new entry points requiring remediation, no contamination requiring remediation, and no other conditions that materially impair warranty eligibility, Client may purchase a new warranty term and coverage will resume prospectively.

If the validation inspection identifies new entry points, active infestation, contamination, damaged exclusion materials, below-grade vulnerabilities, structural conditions, or other conditions requiring corrective work, Alley Cat may provide a remediation estimate. Any renewal, extension, or reinstatement is conditioned on Client approving and completing the recommended remediation work and paying for that work in full.

Upon successful completion of a validation inspection and purchase of a new warranty term, or upon completion and payment of required remediation work followed by issuance of a new warranty, all previously serviced areas eligible for coverage may be reinstated under the new warranty term, subject to the written Scope of Work and all exclusions in this Warranty Agreement.

If Alley Cat performs additional covered services while an active warranty remains in effect, the newly serviced areas inherit the remaining duration of the active warranty term unless Alley Cat expressly agrees otherwise in writing. To avoid overlapping dates, all serviced areas within the same structure will share a single consolidated warranty expiration date

corresponding to the remaining duration of the active warranty term or the new renewal term, as applicable.

Pricing for additional work performed during an active warranty period may reflect the shorter remaining duration of the property's current warranty coverage.

As part of the extended warranty program, customers may purchase an extended warranty subscription that automatically renews coverage at the end of each predetermined term. Renewal periods are based on service area and program availability, including but not limited to six (6) months or twelve (12) months for San Francisco-based extended warranties, and twelve (12), twenty-four (24), or thirty-six (36) months for East Bay-based extended warranties. By enrolling in an extended warranty subscription, customers authorize Alley Cat to renew coverage automatically at the applicable interval, subject to the then-current pricing and terms in effect at the time of renewal. Customers will be notified in advance of any upcoming renewal and may cancel prior to renewal in accordance with the cancellation provisions of these Terms & Conditions. All payments for extended warranty subscriptions are due in full at the time of renewal and are non-refundable, and coverage will continue uninterrupted unless the customer cancels before the renewal date.

All extended warranty pricing, whether purchased as a one-time term or as part of a subscription, is subject to change based on demand, market conditions, and other external factors. Once a customer signs a warranty agreement, the price is locked in for the duration of the agreed-upon term and will not increase during that period. At the conclusion of the term, renewal pricing will reflect Alley Cat's then-current rates, which may be higher or lower than the original price. If pricing changes occur, Alley Cat will provide notice to customers via email or other designated communication methods in advance of the renewal date. Customers will then have the option to cancel their warranty, decline renewal, or contact Alley Cat support to discuss available alternatives. Customers who do not cancel before the renewal date will be deemed to have accepted the new pricing and terms.

INSPECTIONS AND SERVICE POLICIES

A. Warranty Claim Timing

Client must notify Alley Cat in writing of suspected warranty-related rodent activity promptly after discovery and, when practicable, within five (5) days after discovery and in all events within fifteen (15) days after discovery. Delayed notice may impair Alley Cat's ability to

determine causation, coverage, and required corrective action and may affect warranty eligibility to the extent the delay materially prejudices Alley Cat's evaluation.

If the property remains vacant or unattended for an extended period, Client remains responsible for promptly reporting any discovered rodent activity so Alley Cat may evaluate the condition during the warranty term.

B. Access Requirements

Warranty service is contingent upon Client providing reasonable access to the property so Alley Cat may inspect and evaluate reported conditions. Warranty inspections and service visits may require access to concealed areas behind appliances, fixtures, built-in cabinetry, crawlspace entries, attic hatches, utility areas, or other obstructions. Client is responsible for ensuring those areas are accessible prior to the scheduled appointment.

Alley Cat does not disconnect, move, reconnect, reinstall, or restore appliances, fixtures, cabinetry, or utilities in order to access areas of the structure. Client is responsible for safely moving any such items before the scheduled service appointment and for restoring them afterward. If Alley Cat personnel voluntarily assist with moving furniture, appliances, or other items as a courtesy, such assistance is provided at the Client's sole risk, and Alley Cat assumes no liability for any damage to the items moved, the surrounding property, or any downstream consequences of such movement, including but not limited to damage to floors, walls, countertops, gas lines, electrical connections, or the appliances themselves.

C. Re-Service Threshold

To prevent unlimited callbacks driven by persistent conditions outside standard warranty assumptions, Alley Cat may apply a re-service threshold policy. If repeated service visits for the same structure or coverage area exceed seven (7) visits within any rolling twelve (12) month period, additional visits thereafter may be billed at a re-service fee of $149 per visit, unless the repeated visits are attributable to a failure in Alley Cat's original exclusion workmanship, in which case the visit remains covered under warranty at no additional charge. Alley Cat will make reasonable efforts to notify Client in advance when the property is approaching that threshold.

D. Outside-of-Coverage Visits

If Alley Cat determines that a reported issue falls outside warranty coverage, any requested service visit, corrective work, remediation work, or additional scope may be billed under a separate service agreement or at Alley Cat's then-current rates. Inspection visits themselves are not automatically billed solely because a warranty claim is reported.

PAYMENT

All services must be paid for in full as outlined under the terms of the invoice after services are completed. For purposes of this Warranty Agreement, payment is due upon Substantial Completion as defined in the Alley Cat Service Terms & Conditions. Service reports, certificates, or warranties will be issued after payment is received in full.