

Customer Communication / Work Authorization

Instructions and authorization for the restoration of your property

Initial
Please
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Effect of Abnormal Water: Water indoors is an abnormal condition and can cause or contribute to a number of problems. The damage and health implications increase the longer materials remain wet. There are at least four progressive stages of indoor water damage as follows:

1. Water migrates into areas not originally affected. Water spreads laterally into adjoining rooms, penetrates materials below and wicks up into porous materials above. It is best to evaluate all affected areas, not just areas with visible saturation.
2. Saturated materials begin swelling as they absorb moisture. In many situations drying and restoration will restore them, and in others the damage may be permanent. Rapid drying will help reduce the chance of permanent damage.
3. As water evaporates it causes an abnormal humidity condition. High humidity can damage some porous materials if allowed to continue. Humidity damage is most common when the indoor humidity exceeds 60% over time. It is best to reduce the indoor humidity quickly to help prevent humidity damage.
4. After water intrusion, mold and bacterial spores germinate and multiply. Given acceptable growth conditions, one organism can multiply to more than one billion organisms in less than 24 hours. Microorganisms can cause mold damage and degrade indoor air quality. Some microorganisms produce antigens and allergens which cause allergies while others can cause infections and toxic diseases.

Reducing mildew growth & damage: I understand that several things that can be done to reduce mold growth and damage to affected materials. (1) Water can be removed as quickly and as thoroughly as possible. (2) Antimicrobial agents can be applied to inhibit the growth of mold and other bio-contaminants. (3) Rapid air-movement can be introduced into areas and cavities to increase the rate of evaporation. (4) The relative humidity indoors can be reduced and then maintained between 25% and 45% Rh if possible.

Authorization: I the Owner/Agent for the job site listed below, authorize The Company to enter my property, furnish materials, supply all equipment and perform all labor necessary to preserve and protect my property from further damage, and to perform all restoration procedures necessary to repair and restore the carpet, furniture, structure and other furnishings.

Prices: I understand that water damage is a progressive condition and that drying time varies depending on the types of materials, quantity of water, degree of saturation, airflow volume and velocity, temperature and the indoor and outdoor humidity. Therefore, I understand it is impractical to give an accurate quote for services before completion. I have been supplied with The Company's standard price list and agree to pay the prices listed. The Company agrees to keep accurate records and provide documentation if requested.

Stop Work-Hold Harmless: In the event that The Company is not allowed to perform its recommended procedures and/or drying equipment is removed prematurely, I agree to release and hold The Company harmless, and indemnify The Company against any claims or actions that may result from such incomplete procedures.

(over please)

Authorize Antimicrobials Agents: I understand that in the best judgment of The Company all wet materials should be treated with a commercial antimicrobial agent to inhibit the growth of microorganisms during the drying process. I have received oral and written information regarding the antimicrobial agent and agree that all wet materials should be treated with this product as part of the restoration process. I understand that it is beyond the expertise of The Company to determine if someone may be sensitive to its application and will hold The Company harmless for its use.

No Antimicrobial Agents: I have decided that **I do not want antimicrobial agents applied** to affected materials in my home/business. I will hold The Company harmless for any biological odors or growth, indoor air quality degradation and any other health concerns or damage that may occur due to microbiological activity during and/or after the restoration process.

Drying Equipment: I understand that high velocity airmovers (fans) and dehumidifiers will be installed to increase the rate of drying. I will not allow children to play with this equipment and will not turn off the equipment without first calling The Company. I have been informed that the target humidity for my home/business is _____% and it may take several days to attain this condition. I will not leave windows open unless instructed by The Company, as this may retard the drying process. I will minimize entering affected rooms, especially those where carpet is being dried.

Safety: If dehumidifiers or airmovers must be moved, they must be shut off and unplugged as it may be hazardous to move these units while they are operating. Exposed tackless strip is a danger even when covered; I will take care when walking near tackless strip. The floors may be slippery when wet; I will take extreme care if walking on or from wet flooring materials.

Equipment Responsibility: I understand that I am responsible for loss or theft of drying equipment while in my care and custody and will take reasonable precautions to insure that this drying equipment is not lost or stolen.

Insurance Payments: If payment is made directly to the Owner/Agent by the insurance company, it shall be endorsed over to The Company within three working days. Any and all charges for services not reimbursed by an insurance company are the sole responsibility of the Owner/Agent and are to be paid upon completion of the work. Payment terms to The Company are Net-30 days and late charges of 1.5% monthly are charged on any unpaid balance. We request direct payment from Insurance Company.

Other Costs: As Owner/Agent of the property, it is understood that I have authorized the work and accept responsibility to The Company for services rendered. It is fully understood and agreed that the Owner/Agent is personally responsible for any and all costs, charges, deductible or depreciation not covered by insurance.

I have read and understand the information above and have received a copy for my records.

Location: _____

Owner/Agent: _____ **Date:** _____

The Company: _____ **Title:** _____

*Draft copy of Customer Communication / Work Authorization form for discussion and debate.
Forms of this type should be evaluated with an attorney.*