

COMFORT STATIONS INC.

TERMS AND CONDITIONS OF RENTALS AND SERVICES

1. SERVICE ACCESS & SITE PREPARATION

- **Access:** Customer must provide unobstructed, stable, and safe access for the Company's heavy vehicles to within **15 feet** of the equipment or septic tank location.
- **Site Stability:** Company is not responsible for damage to driveways, curbs, lawns, or underground utilities (sprinklers, pipes) resulting from the weight of service vehicles.
- **Unit Placement:** Once placed by the Company, portable toilets, containers, or restroom trailers must **not be moved** by the Customer. Unauthorized relocation may result in a "Dry Run" fee if our drivers cannot locate the unit.

2. PORTABLE TOILET & CONTAINER USAGE

- **Prohibited Items:** Only human waste and standard toilet tissue are permitted in portable toilets. Strictly no trash, needles, diapers, or hazardous chemicals. Storage Containers must not contain hazardous materials unless specifically agreed upon.
- **Waste Overages:** If a septic tank or portable unit is found to contain "non-pumpable" debris (rocks, wood, plastic), additional labor and disposal fees will apply.
- **Customer Liability:** Customer is responsible for the unit from the time of delivery until pickup. This includes liability for **theft, vandalism, fire, or "tip-overs."** Any damage beyond normal wear and tear will be billed at full replacement or repair cost.

3. SEPTIC PUMPING SERVICES

- **Lid Access:** Septic tank lids must be exposed and accessible. If Company technicians must dig to locate or uncover the tank, a **digging fee** will be applied.
- **System Integrity:** Company is not responsible for the failure of aged or brittle components (baffles, lids, pipes) during the standard course of pumping and inspection.
- **Preventative Disclaimer:** Pumping is a maintenance service and does not guarantee that a failing drain field or saturated system will resume normal function.

4. SCHEDULING & CANCELLATIONS

- **Service Windows:** While we strive for punctuality, service times are estimates and may be affected by weather, traffic, or landfill delays.
- **Cancellations:** Rental cancellations must be made at least **48 hours** prior to delivery to avoid a cancellation fee. Septic pumping appointments cancelled with less than 24 hours' notice may incur a dispatch fee.

5. PAYMENT TERMS

- **Due Dates:** All services are **Net-15 or Net-30** unless otherwise specified. Residential septic pumping and temporary services are due at the time of service.
- **Fuel Surcharge:** The Company reserves the right to apply a monthly fuel surcharge to all service, delivery, and pickup fees. This charge is designed to offset the fluctuations in the cost of fuel required to operate our fleet
- **Non-Payment:** Company reserves the right to remove rental equipment immediately if the account is delinquent, regardless of the rental term remaining.

6. INDEMNIFICATION & LIMITATION OF LIABILITY

Customer agrees to indemnify and hold harmless the Company from any claims, damages, or injuries resulting from the use or presence of the equipment on the Customer's property. Company's total liability for any claim shall not exceed the amount paid for the specific service in question.