OKLAHOMA TERMITE SPECIALIST, INC.

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Terms & Conditions

Effective January 1, 2026

Welcome to Oklahoma Termite Specialist, Inc. (“OTS,” “we,” “us,” or “our”). These Terms & Conditions govern the use of our website, online appointment requests, customer communications, and general service-related interactions.

By using our website or requesting services, you acknowledge these Terms & Conditions. Individual services may be subject to additional written estimates, invoices, warranties, or service agreements.

1. COMPANY INFORMATION

Oklahoma Termite Specialist, Inc. is an Oklahoma-based company providing professional termite and pest control services throughout the Oklahoma City metropolitan area and surrounding communities.

Our services include termite inspections, termite treatments, general pest control, quarterly pest control programs, real estate termite inspections, wildlife services, and related services.

Services are performed according to applicable regulations, licensing requirements, and company procedures.

2. APPOINTMENT REQUESTS & SCHEDULING

Submitting an appointment request through our website, by email, or through another communication channel does not guarantee an appointment.

All appointments are subject to technician availability, service location, scheduling requirements, and confirmation by our office.

We make every reasonable effort to accommodate preferred dates and times. If a requested appointment is unavailable, our office may contact the customer to offer alternative options.

Customers should notify our office as soon as possible if an appointment must be changed or canceled.

OTS reserves the right to reschedule appointments when necessary due to weather, safety concerns, technician availability, property access, or other operational circumstances.

3. SERVICE PRICING & ESTIMATES

Service pricing depends on factors including property size, location, pest activity, treatment requirements, accessibility, and other conditions identified by our technicians.

Prices advertised on our website are informational and may represent starting rates rather than final service charges.

Final pricing may be determined following an inspection, evaluation, or consultation.

Estimates are subject to the specific scope of work provided and may be revised if additional services or treatment requirements are identified and approved.

OTS may adjust pricing to reflect changes in operating expenses, materials, labor, or market conditions, subject to applicable service agreements.

4. PAYMENTS & BILLING

Customers are responsible for payment of services according to the terms listed on their invoices, estimates, or signed agreements.

Invoices will identify applicable charges, payment due dates, and any disclosed late payment fees.

OTS accepts approved payment methods communicated by our office.

Any applicable processing fees, recurring payment arrangements, or additional charges will be disclosed through the appropriate invoice or service agreement.

Failure to make required payments may result in suspension or discontinuation of future services, subject to applicable agreements and law.

5. QUARTERLY PEST CONTROL SERVICES

Our quarterly pest control program provides recurring pest management services according to the customer’s service agreement.

New customers enrolling in the quarterly program may be required to complete an initial general pest control service before recurring quarterly services begin.

Program pricing is determined by the technician based on the property and service requirements.

Enrollment in the quarterly program requires authorization for automatic recurring payments, as outlined in the applicable agreement.

Recurring charges are processed quarterly according to the customer’s agreement, even if a scheduled appointment has not yet been completed, unless otherwise required by law or the agreement.

Customers may cancel their quarterly program according to the cancellation provisions in their signed agreement.

Discontinuation of authorized automatic payments may result in termination of the quarterly service program.

The specific terms of a customer’s signed agreement govern their participation in the program.

6. TERMITE INSPECTIONS & WARRANTIES

Termite inspections generally consist of a visual examination of accessible areas of the property for evidence of termite activity, damage, or conditions associated with termite infestation.

Inspections do not guarantee the detection of hidden or inaccessible termite activity.

Certain termite inspections and treatments may include limited warranty coverage.

Warranty eligibility, duration, exclusions, renewal requirements, and treatment obligations are determined by the applicable written warranty or service agreement.

Annual termite inspection warranties may provide coverage for qualifying termite activity discovered during the applicable warranty period, subject to the specific warranty terms.

Warranty coverage is not automatically transferable to other properties or structures.

Customers are responsible for complying with technician recommendations and any conditions outlined in their warranty documentation.

7. REAL ESTATE TERMITE INSPECTIONS

OTS provides termite inspections for buyers, sellers, real estate agents, lenders, and other parties involved in property transactions.

Real estate inspections are performed according to applicable inspection requirements and include the appropriate inspection documentation.

Inspection findings reflect visible conditions observed at the time of the inspection and are limited by property accessibility and inspection scope.

Real estate inspection reports do not constitute a guarantee that a property is free of termites, hidden damage, or future infestation.

Additional treatment recommendations or estimates may be provided when necessary.

Customers and requesting parties are responsible for supplying accurate property information, access instructions, and relevant transaction details.

8. CUSTOMER RESPONSIBILITIES

Customers agree to provide accurate contact information, service addresses, and relevant property details.

Customers are responsible for providing safe and reasonable access to areas requiring inspection or treatment.

Customers should disclose known safety concerns, access restrictions, or conditions that may affect the service.

Following technician recommendations, preparation ... [Text continues; remainder not provided.]