# REFUSAL OF TERMITE RE-TREATMENT

| Street address | City | State / ZIP | Date of refusal | Pages |
|---|---|---|---|---|
| 1932 West Ironwood Drive | Chandler | AZ 85224 | 11/10/2026 | 2 |

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**Saguaro Termite & Pest Control**
2450 West Indian School Road
Phoenix, AZ 85015
(602) 555-0146
office@saguarotermite.com

Business license no. 9271

Customer: Maria and Daniel Ortega  Phone: (480) 555-0129

Mailing address: 1932 West Ironwood Drive, Chandler, AZ 85224

## Treatment and termite activity

Original treatment: ☑ Pretreatment ☐ New-construction treatment  Date treatment began: 01/22/2026

Structure treated: Detached casita behind the house, 480 sq ft, slab on grade

Termites found on: 11/06/2026  Occurrence: ☑ First ☐ Second ☐ Third  Activity starts on the: ☑ Exterior ☐ Interior

Evidence and location: Live mud tubes up the casita's east stem wall from the patio's expansion joint, 9 ft south of the northeast corner. No damage seen inside.

## What the customer refuses

The customer refuses:

☐ Re-treatment ☐ Post-construction treatment ☐ Access to the property ☑ Drilling where drilling is necessary

Work refused and where: Drill the tiled patio slab along the casita's east stem wall, 22 linear ft, holes 12 in apart and 6 in out from the wall. Inject 0.06% Termidor SC at 4 gal per 10 linear ft per ft of depth and plug with Portland cement.

Customer's reason: Porcelain tile set on the patio in June 2026. The tile line is discontinued, and the owners won't allow holes through it.

## What the business licensee did

As A.A.C. R3-8-309(I) requires, the business licensee:

| | Customer initials |
|---|---|
| 1. Informed the customer of the right to a re-treatment or post-construction treatment at no charge, | MO |
| 2. Provided the customer with a copy of this Section and the termiticide label requirements, | MO |
| 3. Provided the customer with the PMD's telephone number, and | MO |
| 4. Explained to the customer the benefits of having and the detriments of not having a re-treatment or post-construction treatment. | MO |

Termiticide label given: Termidor SC Termiticide/Insecticide  EPA Reg. No.: 7969-210

PMD telephone number: Arizona Department of Agriculture, Pest Management Division, (602) 542-4373

Benefits explained: Treats the soil under the patio where the termites are coming in, at no charge, and stops this colony before it reaches the casita's wall framing.

Detriments explained: The soil under the patio stays untreated along 22 ft of the east wall. Termites can keep coming in there and damage the casita out of sight.

## Signatures

I refuse the work checked above. The business licensee did items 1 to 4 above.

**Customer**

Maria Ortega
Signature of customer

Maria Ortega — Printed name
11/10/2026 — Date

**Business licensee**

Tomás Villarreal
Signature of company representative

Tomás Villarreal — Printed name
77361 — License no.
11/10/2026 — Date

Property address: 1932 West Ironwood Drive, Chandler, AZ 85224 Date of refusal: 11/10/2026

## Copy of A.A.C. R3-8-309 for the customer

Arizona Administrative Code, Title 3, Chapter 8, as amended effective April 6, 2026.

**R3-8-309. Termite Warranties and Retreatments**

A. If a business licensee or an employee of a business licensee is advised before concrete is poured that a pretreatment area is disturbed and the continuous chemical barrier is broken and if an opportunity is provided to re-treat the disturbed area or is advised that a new-construction treatment area is disturbed, the business licensee shall ensure that the disturbed area is retreated.

B. A business licensee that provides a subterranean termite treatment warranty shall ensure that the effective date of the warranty is the date on which treatment begins.

C. If subterranean termites occur in or on a residential or commercial structure within three years after a business licensee first performs a pretreatment or new-construction treatment of the structure, the business licensee shall re-treat the affected area of the structure free of charge in accordance with the label specifications of a termiticide available for use. If subterranean termites occur in or on an addition that does not abut the slab of a residential or commercial structure within three years after a business licensee first performs a pretreatment or new-construction treatment of the non-abutting addition, the business licensee shall re-treat the non-abutting addition free of charge in accordance with the label specifications of a termiticide available for use. For the purpose of this subsection, the business licensee is the business licensee who performed the pretreatment or new-construction treatment or a successor that acquired the business assets pertaining to wood-destroying insect treatment.

D. If subterranean termites occur a third time on the exterior of a one or two unit residential structure within three years after a business licensee first performs a pretreatment or new-construction treatment, the business licensee shall re-treat the entire exterior perimeter of the structure free of charge. If a termite bait station installation was originally installed for the final grade, a liquid termiticide shall be used for the complete retreatment, unless rejected in writing by the consumer.

1. As used in this subsection, exterior means a portion of a residential structure where termite activity originates and that is not livable and not a garage;
2. For the purpose of this subsection and subsection (E):
    a. A first occurrence means the first time evidence of subterranean termites exists after a pretreatment or new-construction treatment;
    b. A second occurrence means evidence of subterranean termites exists at least 25 feet away from the site of the first occurrence and at least 45 days after the date of re-treatment for the first occurrence; and
    c. A third occurrence means evidence of subterranean termites exists at least 25 feet away from the sites of both the first and second occurrences and at least 45 days after the date of re-treatment for the second occurrence.

E. If subterranean termites occur a third time on the interior of a one or two unit residential structure within three years after a business licensee first performs a pretreatment or new-construction treatment, the business licensee shall perform a post-construction treatment of the entire structure free of charge. As used in this subsection, interior means a portion of a residential structure where termite activity originates and that is livable or a garage.

F. A business licensee that performs a re-treatment under subsection (C) or (D) or a post-construction treatment under subsection (E) shall not charge the consumer for any expense incurred in providing the re-treatment or post-construction treatment to which the consumer is entitled under this Chapter.

G. If a business licensee goes to a structure to perform a re-treatment under subsection (C) or (D) or a post-construction treatment under subsection (E) and determines there is no evidence of subterranean termites, the business licensee may charge the consumer a reasonable amount for the expenses incurred in making the trip.

H. If a business licensee determines that a re-treatment or post-construction treatment is necessary because the continuous chemical barrier is disturbed, the business licensee may charge the reasonable cost of reestablishing the barrier.

I. If a customer refuses a re-treatment or post-construction treatment as described in this Section, access to the customer's property, or to allow drilling in an area where drilling is necessary, the business licensee shall obtain the customer's printed name and dated signature on a document evidencing that the business licensee:

1. Informed the customer of the right to a re-treatment or post-construction treatment at no charge,
2. Provided the customer with a copy of this Section and the termiticide label requirements,
3. Provided the customer with the PMD's telephone number, and
4. Explained to the customer the benefits of having and the detriments of not having a re-treatment or post-construction treatment.

The business licensee keeps this signed document for three years (A.A.C. R3-8-503).