



Remote Diagnosis Agreement

Introduction

Urban Forest Analytics LLC offers remote diagnosis for the convenience of clients wishing to avoid the costs involved in a standard professional site visit and report. Although remote diagnosis can be highly useful in many cases, by its very nature it can never be as complete and accurate as a standard investigation.

Urban Forest Analytics LLC Obligations

- Urban Forest Analytics LLC will provide the client with specific directions about the acquisition of information, samples and images.
- If Urban Forest Analytics LLC believes it is unable to proceed within professional and ethical guidelines, it will notify the client that no remote diagnosis is possible.
- Urban Forest Analytics LLC will not conduct hazard analysis remotely when persons or property constitute the likely target.
- The Remote Diagnosis will be conducted in the highest professional manner permitted by the available information.

Client Obligations

- Client forgoes a site visit, and accepts the limitations inherent to the process of Remote Diagnosis.
- Client will provide Urban Forest Analytics LLC with accurate, high-quality information and images.
- Client will return an email or other communication stating that s/he has read and accepts this Remote Diagnosis Agreement before the Remote Diagnosis Results will be sent.
- Client agrees to pay the Remote Diagnosis service fee whatever the Results might state.
- Client will pay the fee for this service within 7 days of receipt of the Remote Diagnosis Results.
- If Client wishes to have a site visit after receiving Remote Diagnosis Results, the fee will be subtracted from the standard site visit cost.

Disclaimer

Urban Forest Analytics LLC is not responsible for discovery or identification of hidden conditions not contracted for, or conditions that would not normally be detected using the agreed upon method(s). Further, results may not remain accurate after inspection due to changes in conditions, time, or variable deterioration of inspected material. The Client agrees to hold Urban Forest Analytics LLC harmless for any claims arising from the agreed-upon services, including those arising out of the performance or non-performance of the recommended actions, and the Client shall defend and indemnify Urban Forest Analytics LLC from any such claim.