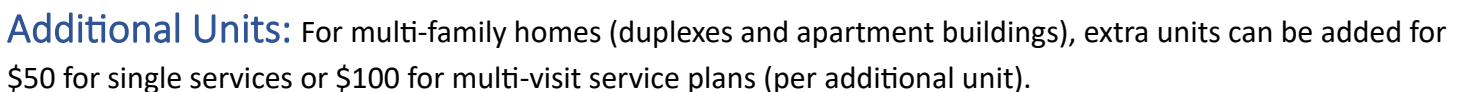




Out of Area “Trip Charge”: For locations outside the purple line- up to forty minutes from the office, a “trip charge” of \$50 per visit applies for single services and non-warranted follow-up visits. Add \$100 for multi-visit service plans. We do not service homes over 40 minutes away. During the busy April-October season, we might be unable to service homes outside the purple line. We are likelier to take jobs to the West than jobs further away to the South or East.



Add-on Services/ Multiple Pest Treatments: Customers can purchase multiple services to be performed during the same visit. When bundled, receive 20% off the lesser service. An example of this is mouse control coupled with an ant treatment.

Arrival Window: Allow an arrival window of a half-hour before and after your scheduled appointment.

Appointment Reminders: Depending on your service, you should receive an email/ text reminder 3 days or 1 day before your scheduled service. However, our software sometimes fails to send these reminders. You are responsible for keeping track of any appointments that you plan.

Missed Appointments:

- For initial/ single services, if we arrive at the job site and cannot gain access to the property (if required), there will be an \$80 missed appointment fee. This must be paid before scheduling any future service.

Invoicing and Payment Options:

- After completing the service, we will return to our vehicle to write up your invoice. Here, you will find information such as our time on site, weather conditions for exterior pesticide application, inspection findings, materials we used for control and their locations, completed repairs, documented notes, and recommendations. This will be sent to the phone number and email address on file.
- **We ask that you pay at the time of service.** We accept checks, cash, or credit cards. **We require a signed invoice and credit card on file if you cannot pay at the time of service.** If you are a landlord or responsible party but will not be present for the appointment, please put a card on file during the scheduling process. **Payments will be run after the initial service is complete. Receipts are sent via email.** If you have used our services with a history of timely payments, you may be invoiced/ pay online. If we invoice you, payment is due in 2 weeks.

***For General Insect Pest Treatments, the Outdoor Spray Season is March-November.**

Preparation For General Pest Service: Please close your windows and pick up any personal belongings around the home's exterior. This includes children's toys, gardening tools, grill items, and strollers. Turn pet food dishes upside down or remove them. We often apply a band of pesticide spray about 1-3 feet from the foundation. Please keep this area free from leaves, debris, belongings, and weeds. We cannot spray flowering plants. This includes weeds that are flowering. The fewer obstructions along the foundation, the better. Secure pets. Please do not have dogs where they can physically contact our technicians. Keep out of any treatment area (inside or out) until any spray has dried, or at least 45 minutes.

Carpenter Bee Service

One-Time Visit/ Single Service Carpenter Bees

- **\$250 plus tax**
- **The property is warrantied for the remainder of the calendar year against active carpenter bee nests.**
- This treats carpenter bee nests and any susceptible areas on the property, such as sheds, fascia board trim, deck/ porch rails, and fence lines.
- This does not guarantee that carpenter bees will not be found on the property. If they are found nesting on the property, we will return to treat the nests.
- Additional fees occur if holes that cannot be reached from the ground need to be filled or if damaged wood needs to be repaired.
- Woodpeckers often damage areas inhabited by carpenter bee larvae. However, this does not include the control or prevention of woodpeckers. Woodpecker flashers may be installed for an extra fee.

Please send us pictures of the damaged area if it is extensive or above ground level.