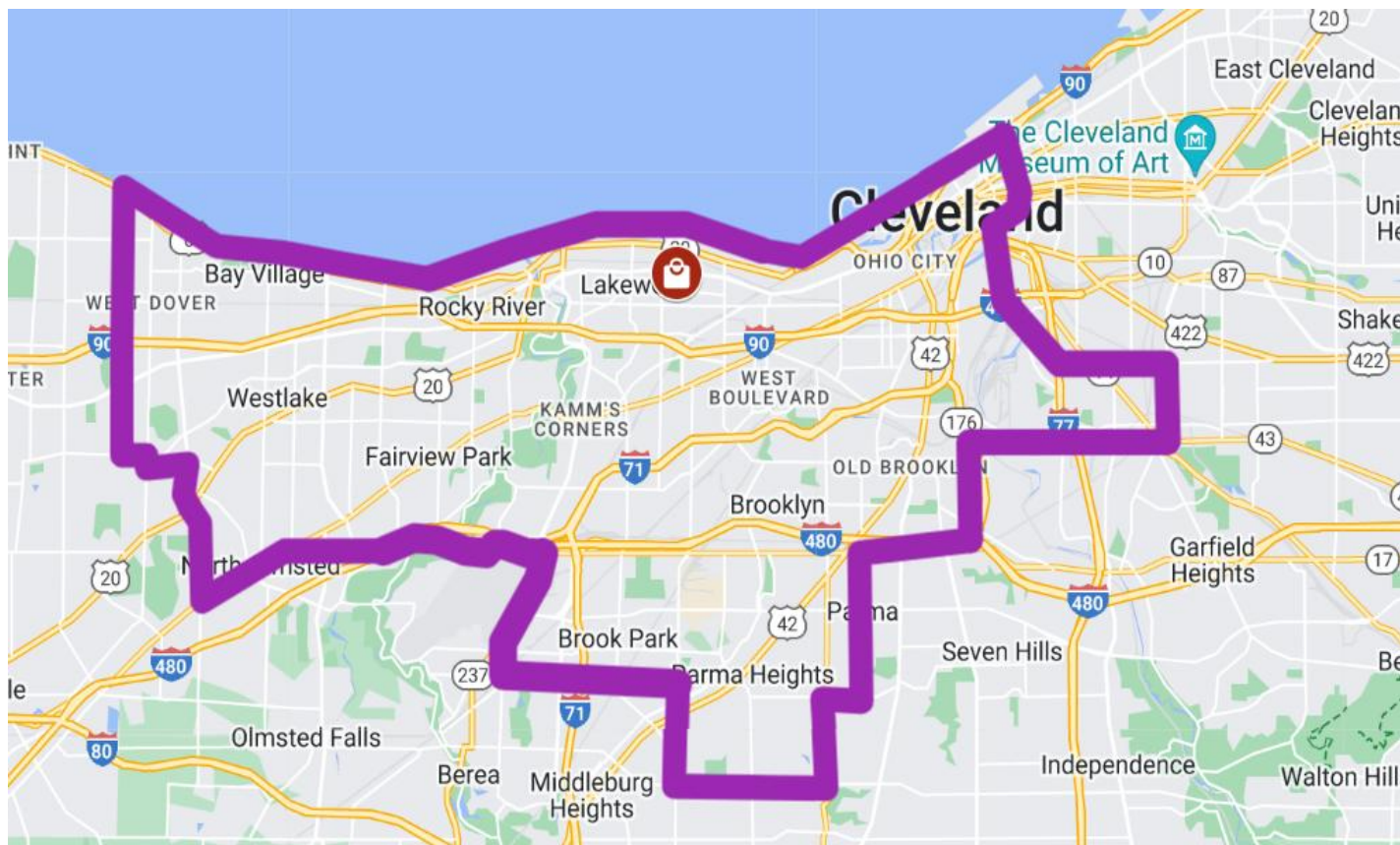


Service Area: Our service area is inside the purple line. We service homes outside of the purple line. However, a “trip charge” will be incurred to account for longer drive times.

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.



Additional Units: For multi-family homes (duplexes and apartment buildings), extra units can be added for \$50 for single services or \$100 for multi-visit service plans (per additional unit).

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 time.

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.
- If access is required but not provided for any follow-up visit, the warranty becomes void and counts as one of the follow-up visits. In this case, extra visits can be purchased within the 60 or 90-day service period for 1/3 of the original cost.
- Follow-up visits must be scheduled within the service period (60 or 90 days). It is the customer's responsibility to make sure all visits are scheduled.
- As with all appointments, allow an arrival time of half an hour before and after the scheduled appointment time. We wait for unavailable customers for 15 minutes before counting the visit as a missed appointment.

Warranty Service/ Service Period: Most pest control services have a warranty or come with half-price follow-up services within 60 days. **Please allow two weeks for control before requesting follow-up service.**

- We cannot retreat without visual evidence. If you find a live bed bug between services, save it in a Ziploc bag or take a video that clearly shows the specimen's identifiable features and movement in an identifiable location of the home. If the customer does not have a saved specimen and we do not find any during the proceeding inspection, we cannot retreat the home.
- Most pesticides have a residual, which means they keep working after they dry. The average lifespan of a residual pesticide application is 20 days. Most of our pesticides cannot be reapplied for 2-4 weeks.
- Pests also have a lifecycle, which means it can take time to see results. For example, pesticide sprays do not kill the early stages of bed bug eggs.

We will inform the customer during the initial service if sanitation or other factors compromise the warranty.

Chemical Sensitivity:

- **Suppose a customer or other structure(s) occupants believe they are or may be sensitive to pesticides/termiticides or their odors. In that case, the customer must notify Lakewood Exterminating LLC in writing before service, including whether the customer or other occupants have consulted with a medical doctor or other healthcare provider regarding such sensitivity. Upon receipt of such notification, Lakewood Exterminating LLC reserves the right to deny or terminate service. Failure to provide notification represents the customer's assumption of risk and waiving of claims against Lakewood Exterminating LLC in connection with such sensitivity.**

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, 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 during 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.

Commercial Properties:

- For large commercial properties and apartments with more than six units, the cost per service starts at \$200 per hour of labor- plus materials costing over \$40.
- Small offices and stores are generally priced the same as homes.
- Restaurants and similar establishments require an on-site visit to provide an estimate. There is usually an initial service fee plus a monthly maintenance fee, which starts at \$100.
- If you are receiving a pesticide application, remember that employees, customers, and other occupants must stay out of the treatment area for a few hours until the spray dries. Our available times for treatments are generally 9 a.m.- 5 p.m.

Scheduling For Rental Properties:

- For rentals, the customer is responsible for coordinating with the tenants, providing access upon arrival, giving tenants the preparation guidelines, and ensuring they properly prepare and vacate.
- Tenants cannot schedule service without the landlord's permission. The only exception is if the lease states that pest control is the tenant's responsibility.
- For any rodent or wildlife issue, the customer must be the landlord.
- We require a credit card on file if the landlord is absent for the appointment.

Bed Bug Inspection:

Inspections confirm bed bug activity, evaluate the level of infestation, locate affected rooms, and provide a price quote with personalized preparation guidelines. A non-refundable **fee of \$75 plus tax applies to inspect single-family homes.**

Live bed bugs must be found before treatment can be scheduled. If you have seen live bed bugs, please save them in a Ziploc bag. You can also take a video showing the room with the bug moving. Or use a picture with location enabled on the file. That way, if we do not find any live bed bugs during the inspection, you have evidence that warrants treatment. The same goes for any retreatment request.

Bed Bug Service Plan:

60-Day Service Agreement

- Pricing is based on location, the level of infestation, the likelihood of re-infestation, and the number and condition of beds/rooms affected.
- Our base price is **\$550** plus tax. This covers the living space and up to one bedroom.
- The base price is **\$800** plus tax when **two bedrooms** are affected. Prices increase the more extensive the infestation is.
- Prices also increase when homes are cluttered or have high populations (over 50 bed bugs) and if more than one bed is in a bedroom.

Vacuuming Add-On:

- Specialized HEPA filter vacuums are used to remove visible bed bugs manually.
- **Focused vacuuming can be added to any service for \$100 per half-hour of vacuuming, billed at a minimum of \$100.**
- This is for the removal of live/dead bed bugs only.
- Recommended when over 20 bed bugs are found.
- We may add this to the service when deemed beneficial.

Bed Bug Follow-Up Service:

Schedule a follow-up inspection approximately two weeks after the initial treatment. If live bed bugs are found, we will spot-treat those areas and repeat the inspection process in another two weeks. We will not return to the site if no live bed bugs are found during an inspection. If you find a live bed bug, you have the remainder of the service agreement period to request a reinspection/ treatment. Save specimens in a Ziploc bag or take a picture/ video. We cannot provide retreatments based on bites alone or reported sightings of bed bugs. A live bed bug must be found or presented to allow for retreatments.

The initial service and the follow-up inspection are usually all that is required. When a bed bug issue continues over 3 weeks, it is typically related to reintroduction or a pesticide-resistant strain of bed bugs. Our service reports are detailed. They include what we did and what we found. In addition, reports include customer cooperation, obstacles preventing control, and surrounding units. We encourage you to follow these instructions and any other recommendations for the 60-day service agreement.

If bed bugs are known to be present during any follow-up, please follow the preparation guidelines and be ready to vacate the areas that need treatment.

Products Used In Our Bed Bug Protocol:

We do not guarantee using any specific product, technique, or material unless specified in your service agreement. Crossfire is our main control product for bed bugs. Mattress encasements are often included to minimize hiding spots on the bed and make it easier to inspect and detect bed bugs. ActiveGuard liners may be utilized to prevent bug bug infestations from reoccurring. Other products may also be used. Sen-Sci bed bug traps may be employed in vacant rooms/ homes. The pesticide record is attached to all invoices. That way, you know what was applied and where.

Bed Bug Treatment Details:

Pesticides are applied according to the Label. Where bed bugs are found also determines what areas of the home will be treated. In most cases, the kitchen, dining room, spare rooms, and basements do not have to be treated. The main treatment areas will be the primary resting spots for bed bugs. This is generally within 6 feet of the bed, couch, recliners, and other resting locations. Most bed bugs will be confined to the bed, sofas, and chairs. In some instances, bed bugs can reside in secondary infestation areas. Examples include the folds of curtains, drawer joints, electrical receptacles, under loose wallpaper, behind wall hangings, wood paneling, ceiling-wall junctions, and door and window frames.

We cannot treat many belongings and household items. This is why following the preparation guidelines included in this guide is so important. The treatment is intended for the furniture and the rooms themselves. The preparation guidelines help cover everything else.

For Terms of Service, See Your Signed Service Agreement.

Rental Units with Bed Bugs:

Tenants

- Notify the landlord of any potential bed bug infestation within 72 hours. Lakewood tenants can use this link as a template. [BedBugTenantLandlordLetter.pdf](#)
- In many cases, your landlord already contracts with a pest control company.
- If live bed bugs are found, we also require that any adjacent units undergo a pest inspection. This includes dwelling units across the hall, directly above, below, and on each side of your unit.
- Even if you live in a single-family home, we require permission from the landlord to treat. **Renters cannot schedule service without the landlord's consent.**
- The tenant must grant the owner, owner's agent, or contractors reasonable access to the property.

Landlord Responsibilities

The landlord should schedule the inspection. If multiple units need to be inspected, the landlord should coordinate when access can be provided to all necessary units. See Section 1306.34 of the [City of Lakewood's Property Maintenance Code](#).

- Preventing and exterminating infestations of bed bugs.
- Notifying contiguous units of a bed bug infestation in writing within 72 hours.
- Use a licensed pesticide applicator if the structure has four or more units.

For rentals in Lakewood with tenant/ landlord disputes, [Call our friends at Lakewood Alive: \(216\) 521-0655](#). Other disputes can be handled through the [Cuyahoga Board of Health Bed Bug Task Force](#).

IMPORTANT NOTICE:

Lakewood Exterminating LLC makes no guarantees, expressed or implied. Pesticides are designed to kill or control pests. Pesticides, to be effective, are toxic to plants and animals and vary in the range of toxicity to humans. Your risk of harm depends upon your degree of exposure and your susceptibility. Take precautions when a pesticide treatment has been performed to avoid exposure to vulnerable individuals. Pesticides may be harmful if swallowed, inhaled, or absorbed through the skin. Avoid breathing dust, spray mist, and any unnecessary contact with treated surfaces. Specific health and safety information varies between pesticides and is available on the product label or MSDS, which will be supplied to you upon request from the licensed applicator. We also include the pesticide record on all invoices. In case of a health emergency, seek immediate medical attention.

Bed Bug Preparation Guidelines:

Sharable link below:

<https://www.lakewoodexterminating.com/wp-content/uploads/2025/02/bed-bug-prep-sheet-2025.pdf>

Preparation is not usually required in unoccupied rooms/ rooms where bed bugs have not been found. This includes spare bedrooms, dining rooms, offices, and the kitchen.

We will provide more personalized preparation recommendations during the inspection process. Contact us with questions.

- Discontinue applying pest control products.
- Remove any dust formulations of pesticides from surfaces.
- Remove plastic mattress coverings and torn encasements.

We cannot treat personal items, plush toys, or clothing. So please follow the guidelines below.

Belongings

- To get rid of bed bugs, clean and remove clutter.
- Dispose of any unnecessary belongings in infested rooms. **Concentrate on areas within 6 feet of your resting areas (where you sit or sleep) and where bed bugs have been found.**
- Bag up or place other loose items that you are keeping in plastic storage totes. Do not relocate items from infested rooms into different areas of the home. In most cases, you'll be instructed to put the items back in their place as soon as possible after the treatment. That way, if the items have bed bugs, they'll contact the control products while fresh. If we feel that we will have to re-treat during the second visit, we will ask you to remain "packed up" until after the follow-up treatments are performed.

Furniture

- **If you are disposing of beds or living room furniture, please do so before the initial service and have the new furniture in place for us to treat.**
- We can treat most furniture without you having to dispose of it. We sometimes recommend that highly infested furniture be disposed of. Follow your city's refuse laws for disposing of infested furniture.
- Take clothing and other belongings out of all drawers, nightstands, tables, closets, wardrobes, and similar storage areas within 6 feet of the bed or any other resting area. We cannot treat this type of furniture unless it is cleared. Use the instructions above for non-clothing items removed from this type of furniture. Depending on the level of infestation, it might not be necessary to clear out certain dressers or closets. We will instruct you on what furniture must be cleared during inspection. Although, if you take the time to clear it, we will take the time to treat it.

Clothing

- Wash all loose clothing, bedding, and **curtains** in infested rooms.
- For potentially infested clothing, bag it up and place it directly in the washing machine. Dispose of the garbage bags used to move the clothing to the washing machine. If you move multiple bags of clothing and the bags are going to sit before being washed, tape the tops of the bags shut.
- Launder clothing/ bedding/ curtains in hot water and place into a dryer on the highest heat setting for a minimum of 30 minutes. The dryer must be capable of reaching temperatures greater than 104° F to kill all stages and must not be loaded to more than 50% capacity.
- Place all laundered items from the dryer directly into plastic bags and seal tightly.
- Any loose clothing (garments found outside a dresser or under the bed) must be bagged and laundered per the laundry directions above.
- Remove drapery from rooms, bag it, and immediately launder it. Alternatively, drapery may be vacuumed and treated with steam while hanging in the infested room. Hang it back in its original position before the initial service.
- Items that cannot be washed but can be dried in the dryer should be placed in the dryer on the highest temperature setting for a minimum of 30 minutes.
- Any items that cannot be laundered in a home washing machine or dryer should be professionally laundered (dry cleaned).
- Articles under the beds provide an ideal place for bedbugs to hide. All clothing or garments must be laundered and bagged. Larger items stored under the bed should not be moved as bedbugs may be relocated into other areas of the structure.
- Ensure that all bags of freshly laundered items are tightly sealed. We recommend keeping them out of the treatment rooms until after the treatment(s) have been performed. In most cases, you can place laundered clothing back in its original place once the treatment has dried. We will instruct you if this is not the case.

Cleaning

- Do a general cleaning of the rooms that are to be treated. The room should be empty of all clothing and plush items.
- Make space so we can flip the mattress/ boxspring off the frame.
- Vacuum the floor extensively. Remove the vacuum bag immediately and discard it in an exterior garbage receptacle.

Pets and Vacating

- **You and your pets must vacate the premises during the service and not re-enter until at least 4 hours after treatment.**
- Fish aquariums may be left on site. However, they should be covered, and air filters must be disconnected. Persons with underlying health conditions should consult their family physician if they have concerns regarding re-entry time.



Bed Bug Post Treatment Instructions:

- When you return home, ensure all treated surfaces are COMPLETELY DRY before re-entry. If surfaces are not completely dry, leave for an extra 2 hours.
- If an offensive odor remains, ventilate thoroughly and leave for an additional 2 hours before attempting re-entry.
- **Sleep in the treated beds as soon as possible and reoccupy other infested rooms, such as the living room.** Bed bugs need their host (people to feed on) to be present. Otherwise, they will remain dormant and not move through the freshly applied, active pest control products.
- **It is expected to find a few straggler bed bugs within a week after the initial treatment. If you find any live bed bugs after one week, take a picture or save them in a Ziploc bag. This will allow us to retreat if no live bugs are found during a reinspection.**
- **Wash your bedding within five days of the initial treatment.** This is important. Sometimes, bed bugs move to untreated areas. This includes blankets, sheets, and pillowcases.
- We recommend regular bedding changes no more than once every two weeks.
- If you use dust covers or mattress pads, please do not reinstall them until after the follow-up inspection. Unnecessary bedding layers can provide untreated areas for bed bugs to hide.
- Do not introduce any new or used furniture or other potentially infested items not previously in the unit.
- Prevent re-introducing bed bugs by eliminating places and people that could have them.
- Do not apply your own pest control products during the service agreement.

Disposing of Household Items When Bed Bugs are Present:

In most cases, we do NOT recommend throwing away mattresses, box springs, or furniture, as these items can be inspected and treated successfully. When deciding what works for you, the cost of replacing beds and other furniture is something to consider. Replacing these items alone will not solve a bed bug problem. The decision to replace beds or furniture often depends on their condition and level of infestation within these items, your comfort, and whether you can afford a replacement.

It is recommended that high-quality bed bug mattress encasements be installed. Once treated and covered by a high-quality bed bug mattress encasement, the need to discard the mattress or boxspring is often eliminated. The encasements further reduce the likelihood that bed bugs will continue to live upon the mattress and boxspring. Bed bug-proof mattress encasements are widely available in stores and can be purchased from your pest professional.

Do not use homemade or non-bed bug-proof encasements to cover your mattress or box spring. The pest professional will remove such encasements during treatment.

If you throw out your furniture, deface or otherwise damage furniture items so others will not use them. Mattresses should be slashed or otherwise damaged to make them unusable by others. Do not discard infested mattresses, furniture, clothing, or other items without properly wrapping them. Do not leave these items in common areas of the building (hallway, lobby, etc.). Follow building or municipal rules regarding disposing of infested items.