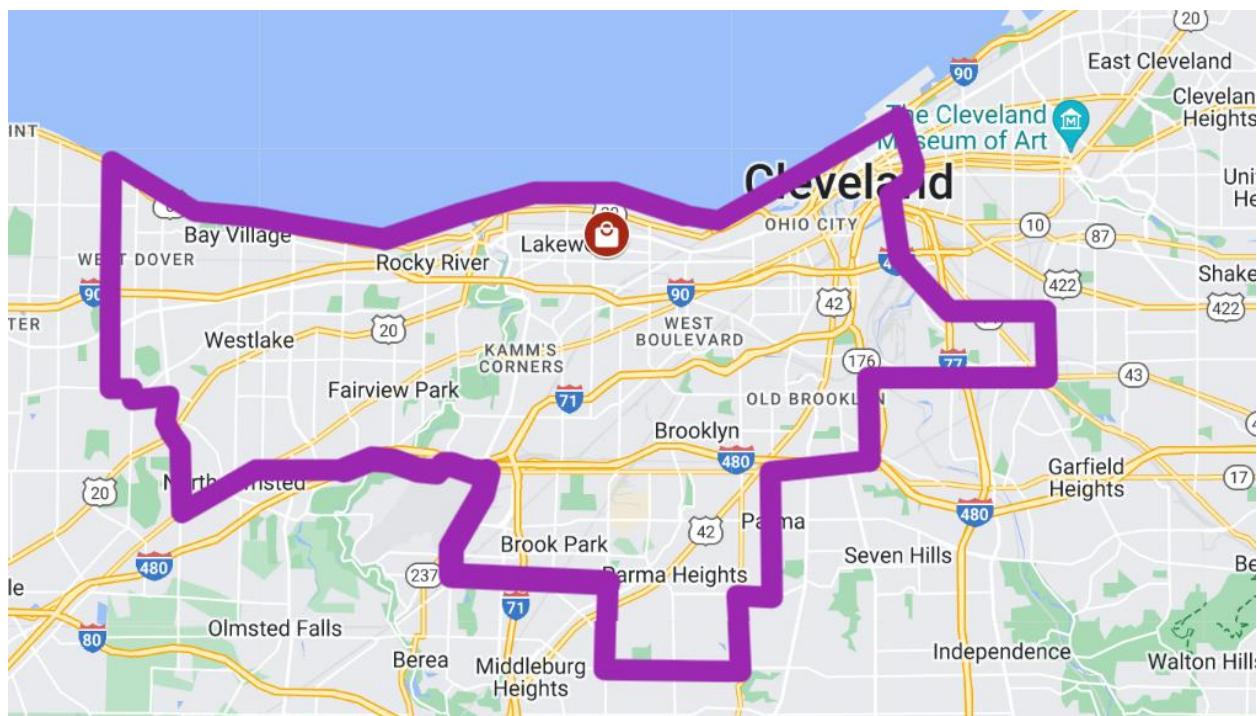




Centipede and Silverfish Service Guide

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-warrantied 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.

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.

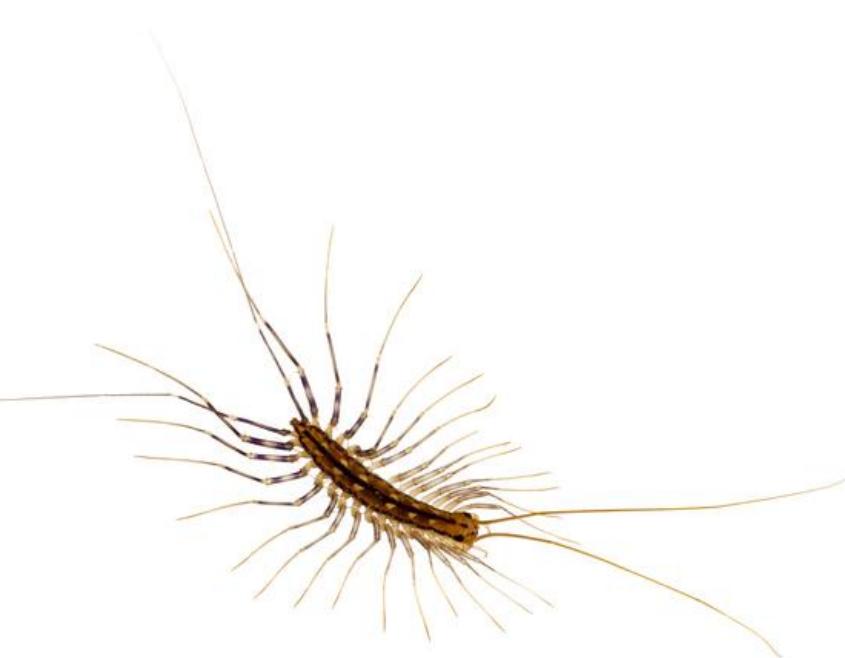
Quarterly Maintenance Plan:

- Starting at \$113 plus tax per service.
- Includes 4 treatments spaced approximately two months apart, March- November.
- Enjoy year-round protection against ants, spiders, centipedes, silverfish, cockroaches, and wasps.

[Click here for more information on Quarterly Pest Maintenance.](#)

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.**



Difference Between Silverfish and Centipedes: Silverfish are silver insects with six legs and three cerci off the back of their bodies. House centipedes have 15 legs. The picture on the left is a house centipede. The picture on the right is a silverfish.

House Centipedes

One-Time Visit/ Single Service Centipedes

- **\$180 plus tax.**
- **60-day warranty**

Includes:

- An exterior treatment during the spray season.
- We also treat inside garages and the basement/ crawlspace.
- We install sticky glue traps to help collect them.
- Dust may be used for longer residuals in the basement or crevices outside.
- Spot treatments are recommended for areas of activity above the first floor.
- We can treat elsewhere inside (bathrooms, damp closets, around potted plants). All treatment areas must be vacated until the spray has dried.
- **If the entire house is treated, the home must be vacated for 2 to 3 hours, which will incur an additional cost of \$70.**

Recommendations: Centipedes usually feed on flies, ants, and spiders inside, so they should also be targeted. The key to controlling them is to reduce moist areas and harborage sites. Remove leaves (especially under decks and porches). Get rid of grass clippings, logs, stones, and rocks. Move firewood away from structures. Increase ventilation to crawlspaces and run dehumidifiers in basements.

Silverfish

One-Time Visit/ Single Service Silverfish

- **\$180 plus tax.**
- **60-day warranty**

Includes:

- A thorough inspection of preferred habitat areas and where food materials are present.
- Areas of infestation inside are often very localized. Many are introduced with cardboard boxes. Environmental modification can greatly enhance control (see recommendations).
- Localized treatment inside living spaces (bookshelves, infested areas of boxes/ paper).
- The technician will apply dust to wall voids, crawlspaces, bathroom and kitchen fixtures, and subflooring (as necessary).
- **Attic dusting or baiting may be added for an extra \$70.**
- Four-lined Silverfish require an exterior perimeter treatment (foundation mulch beds and under the bottom lip of siding). Soffits/ overhangs are treated for regular silverfish.

Recommendations: Remove anything stored against or near the building's exterior. Repair leaking pipes, seal cracks and crevices, and remove potential food sources. Power wash and water-seal wood shingle roofs. We will not treat homes with wood-shake roofs unless this is done as preparation.