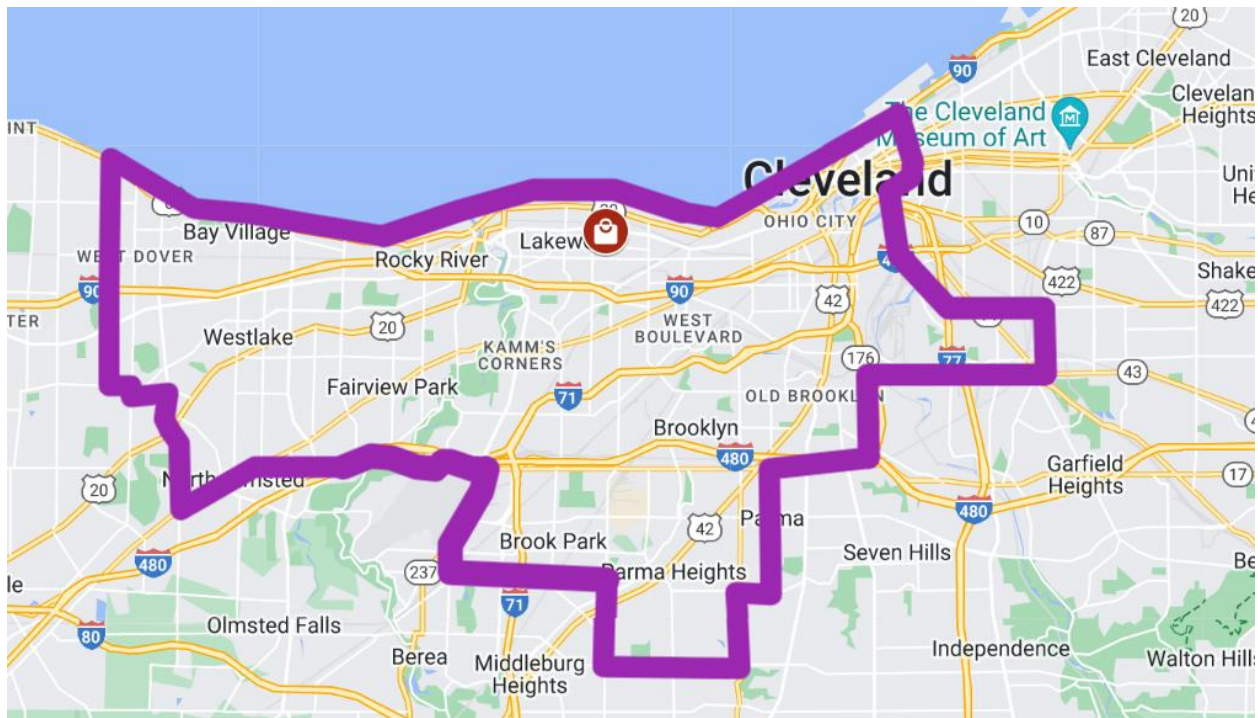


Over-Wintering Pests Service Guide

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-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.

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.

Over-Wintering Pests Service Guide

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.

Overwintering Pests-

Paper Wasp, Asian Ladybird Beetle, Cluster Fly, Stinkbug, Boxelder Bug

One-Time Service/ Single Service Occasional Invaders

- **\$250 plus tax.**
- **90-day warranty.**
- **These occasional invaders do not reproduce inside structures.**
- Most people notice these pests when the structure's heat tricks them out of winter dormancy, and they enter the living space instead of exiting naturally outside.
- The best way to keep these pests out is to repair their entry points when they are not inside (during summer).
- If repairs are impractical, we recommend an exterior perimeter treatment in the fall (September through mid-October).
- If you are being reactive to an infestation during the winter months (November-April) remember that they are already inside. You may continue to see some until they leave in spring.
- Killing large amounts of these pests inside can cause secondary beetle infestations. These beetles feed on carcasses. Large quantities of insect carcasses can also cause allergies in occupants.
- Treatments November- April include crack and crevice treatment (wall voids, ceiling voids, attics). This is usually done with dust pesticide formulations in the areas where they are overwintering. Space treatments may be performed with Nuvan pest strips. Minor repairs may be included to block them from entering the living space. An inspection is performed to locate potential entry points outside that should be repaired once the insect has left.
- Pest-proofing cost is approximately \$250 per hour, plus materials.
- They do not reproduce inside. They are most active on the south and west sides of the house, where they get warmed by the sun the most.

