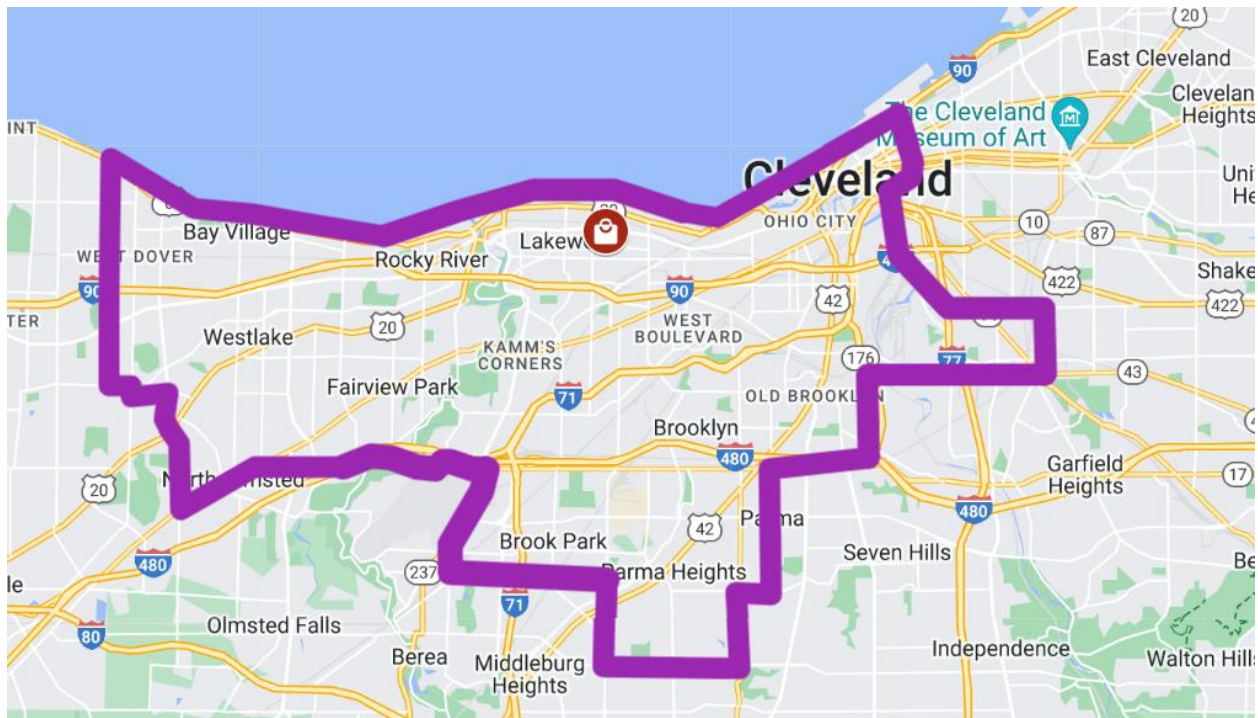


Pantry Moth Service Guide

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.

Pantry Moth 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.

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

Pantry Moths/ Indian Meal Moth

Two-Visit Indian Meal Moth Service Plan

- **\$300 plus tax**
- **90-day warranty from the date of initial service.**
- Includes two visits, 2-4 weeks apart.
- Includes treatment of affected areas and a detailed inspection to find hidden larval sources. Customers must vacate the treatment area for 3 hours.



Indian Meal Moth Preparation Guidelines

- Customers must dispose of all expired food before arrival.
- Clear infested food storage areas for treatment.
- We include inspection of food items. So, leave pantry items in an area for the technician to inspect.
- Remove and replace torn or peeling shelf liners.
- Vacuum and wipe infested food storage areas. Focus on corners, the undersides of shelves, and cracks or holes in shelving. Larvae and pupae are often found on door hinges, the backs of doorknobs, the corners of wire baskets, under shelves, and around the edges of jars and lids. Larvae climb upwards from the infested food to pupate in crevices.
- Place any items that seem intact with no signs of damage in the freezer for four days.
- Store all pantry edibles in sealed glass or metal containers. The larvae can chew through paper and plastic.
- Store pet food and bird seed far away from your pantry food in air-tight containers.

Pantry Moth Service Guide

List of Items That Indian Meal Moths Infest:

Pantry Items: Cornmeal, flour, oatmeal, cereal, candies, pancake/muffin/cake mixes, dried fruit, nuts, seeds, rice, dried beans, baking chocolate, powdered milk, dog bones, dried pet food, crackers, pasta, dried fruit, protein powder, and other drink mixes, spices/herbs, seasoning packets, tea, soup mix.

Other Items: Bird seed, fish food, potpourri, dried floral arrangements, wreaths, decorative corn stalks, deer antlers, feathers, bird and rodent nests (chimneys, attics, soffits, wall voids, behind siding), stored acorns, and other food cache from rodent infestations, and rodenticide bait.

How To Use Pantry Moth Traps:

Do not rely on traps to control moths. They only catch males, and only a few are needed to fertilize the female population. Use them instead to find the source of the problem. Most people place traps by their food. By doing so, they attract more moths into the areas where they don't want to see them. Instead, put them in the basement, attic, and by fireplaces/ chimneys. This can locate hidden infestations like wildlife debris in the chimney, bird nests in soffits, and rodent food caches in basement walls. Pantry moths often come down the chimney into the home. Chimneys may need to be professionally cleaned.

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.**

