

Missed Appointments:

- For initial/ single services, if we arrive at the job site and cannot gain access to the property, there will be an \$80 missed appointment fee. This must be paid before scheduling 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. **During the initial service, we will inform the customer if sanitation, entry points, general disrepair, or other factors compromise the warranty.**

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.

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.

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.

Diagnosing Unknown Pest Problems/Service Call Fee:

Many pest problems can be diagnosed over the phone or by email for free. If you are unclear about which service your problem falls under, please email pictures to support@lakewoodexterminating.com. Our owner also provides phone consultations upon request. Please reach out through the contact form on our website to speak with our Owner.

If you require a site visit to diagnose a pest issue, there is a \$99 plus tax fee. This includes an inspection/consultation. A price quote will be provided to remedy problems as needed.

Rat Control Service

To successfully control rat infestations, the customer must remove the rats' food source.

Contributing Factors to Problematic Rat Infestations:

- **A rat that has been in the structure for a prolonged period.** A rat familiar with its territory is less likely to go near unknown objects such as traps. Also, if it has been in the structure for an extended period, it has a reliable food source.
- **A rat that has gotten ahold of food.** Rats cache food like squirrels store acorns. If this has occurred, the rats will likely avoid traps until their food reserves run low or they get hungry.
- **A rat with available food.** If bird feeders are not removed outside, rats will likely feed off them instead of entering our bait stations. If pet food is not secured inside, rats are unlikely to stick their heads in a snap trap. This goes for any food source or potential food source. More on this later.
- **A rat that has set off traps.** Rats become trap-shy if they set off a trap but are not caught. This is true for a rat that got caught on a glue board. Rats that have set off traps are unlikely to interact with items that look and smell similar.

***Rat removal often takes longer in any of the above situations.**

Three-Visit Rat Trapping Service:

- **\$500 plus tax. (Out of Service Area +100\$) (Additional Living Units +100\$ per unit)**
- **90-day conditional warranty from date of initial service.**
- Includes an initial inspection for entry points and placement of around 25 snap traps.
- If it is determined that the rats are entering from a hole in the exterior foundation, we include the same square foot of patchwork repairs as we do for mice.
- Interior repairs are quoted separately. A plumber may be required to make the repairs.
- Includes a second visit to remove the caught rat.
- The final visit is left until there is no current rat activity. This is usually another week.
- In most cases, only one rat is in the home. You will be notified during the initial visit if multiple rats need to be removed. This will incur additional visit fees.
- If you are not quoted for extra visits, we will provide free removal of additionally caught rats for homes with a warranty.
- Includes free visits if traps need to be adjusted or the control strategy changed.
- We cannot promise manual removal of injured or sick rats.
- A floating follow-up is scheduled one week after the first service. If no rat activity is reported, the home is reinspected.
- It is the customer's responsibility to check the traps and report activity. Traps remain the property of Lakewood Exterminating LLC. **Do not handle the traps or rats.**

Rat Preparation Guidelines:

- Confirm that you are dealing with a rat. Rat droppings are the size of a tic-tac. Mouse droppings are the size of a rice kernel.
- Call to secure service at the first sighting of a rat. The longer it is delayed, the more difficult it becomes to trap. "Trying to do a few things yourself first" can significantly complicate the efficacy of our service.
- Secure any potential food source. This includes bird seed, tree nuts, and food placed outside to feed other mammals. Inside, there can be many things. Dog food left in dishes is the most common food source. Food waste in garbage cans, bread and produce left on counters, bags of chips, granola bars, and candy are other examples of food that must be removed/ secured.
- Limit water. Rats need at least half an ounce of water daily to survive, so do not leave dishes in the sink, pet water bowls, or wet rags and sponges out.
- Call a plumber if needed. Look in the basement at the drains and drainpipes. Call a plumber if there is a hole in them or the floor around them. In most cases, rats enter the home through the sewer.
- Make sure there are no dry drain traps, including toilets.
- Remove any traps, rodenticides, and glue boards. If a rat has consumed rodenticide before service, it is unlikely to become caught in a trap.
- Do not disturb the area. Rats are neophobic, which means they fear new objects. Cleanup and removal of belongings are best left for after the trapping.
- Plan to keep children and pets out of the trapping area. Rat snap traps are large and can injure people and pets. We usually set all our traps in the basement or crawlspace. Lakewood Exterminating is not responsible for children and pets that enter the serviced area.
- Look under the dishwasher, stove, and refrigerator for food that the rat has stored. Remove any food cache found.

Information to Tell Your Technician

- How long has the rat been inside of the home? Do you have dogs? Do you leave any pet food out, or do the pets consume the pet food all at once? Do you leave food waste in the trash overnight or when you leave the home? Where has the rat been spotted? Have you set traps yet? If so, what kind and where? Did the rat set off any traps without being caught?

Rat Service Warranty Terms:

We do not warranty the service if two or more of the following three things are accurate.

1. The rat has been in the home for over two weeks.
 2. Pet food or other food is or has been left out. (If the rat has had access to food.)
 3. It has set off traps.
 4. We do not warranty the service if there are unresolved plumbing issues or other entry points. In other words, if the recommended repairs are not completed by the time we remove the traps, you will not receive a warranty.
- The warranty becomes void if rats access food inside after the initial visit.
 - In these instances, extra visits cost one-third of the initial service within 90 days of the first service.

Important Statement Regarding the Scope of Rat Service: *Lakewood Exterminating LLC makes no guarantee that the service will prevent damage caused by rodents or that the purchaser or any persons at the service location will not be bitten by rodents, experience unpleasant odors, see rodents or flies, or become infected by rodent-transmitted diseases."*

Rodent-Proofing

What's Included? If rats are determined to be entering from the exterior, **a square foot area of patchwork repairs along the foundation level of the home is included** (as many holes that fit into a square foot area).

What is a Patchwork Repair? *It includes spot repairs that can be made with clear sealant, spray foam, and Xcluder/stainless steel fabric.*

What is Quoted Separately?

- Anything over a total of a square foot area or any repair requiring other materials is quoted separately.
- Also, any repair that requires an extension ladder (over ten feet) is quoted separately.
- We do not remove lattice from porch or deck panels unless they easily unscrew or are on hinges.
- **Interior Repairs:** Rats almost always enter the structure from below ground, usually through open foundation blocks, drain lines, or openings in the basement floor. We will provide a quote or plumber referral for rat entry points inside.

Additional Repair Recommendations: *We will document our recommended repairs. If practical, we will send photos of the areas or show them to you in person. If we can provide the repairs, we will provide a quote, and the cost will be listed on the invoice notes. Otherwise, we will provide our best recommendations or refer you to a different professional.* Repair recommendations should be performed in conjunction with the service. This prevents the problem from continuing and helps prevent future wildlife problems. We recommend that you perform every repair, but we can itemize/ prioritize them.

General Pricing Estimates for Extra Repair Work:

- A basic repair estimate is \$250 per hour of labor plus materials. This is usually to cap open tops of the basement foundation walls or for holes in the basement slab.
- Cast iron drain strainers and drain plugs start at \$40 per drain.
- Sometimes, we recommend that plumbers perform a smoke test on your drain lines or scope the sewer lines below your home. This helps diagnose more problematic issues. It is usually best to ensure that rat entry points are not connected to a broken sewer line below ground before sealing any openings where the rats enter.

Exterior Rodent Bait Stations

This can be used as a stand-alone service or as part of the seasonal pest control plan.

- Tier 1 Tamper-Resistant Rodent Bait Stations can be installed around the structure's perimeter (home/garage). This reduces the population of mice, rats, and voles foraging outside your home, but it does not guarantee that rodents will not be found on your property.
- In most instances, **four stations are placed around the foundation. Bait stations cost \$50 per station installed. The cost per visit to maintain the bait stations is \$50 for a home with four stations. Add \$10 per maintenance service for each additional station.**
- *We only use bait stations rated tier-one and tamper-resistant for children and pets.* Animals larger than a rat should be unable to access the bait in the stations. Chipmunks will be able to access the bait and may die from it. However, **we cannot sell the stations specifically to target chipmunks.** The bait is secured within the station on metal rods, and a concrete weight anchors the station. A unique key is required to open the station.

Exterior Rodent Bait Station Service Intervals:

- A constant supply of bait is required to start controlling the population. We usually schedule a two-week follow-up to investigate how much bait is consumed. How much bait is missing from the stations determines how often we initially service them. Rats typically require more frequent visits at first. Nonetheless, we reduce the service intervals as quickly as possible while providing sufficient bait.
- **The regular maintenance service interval is every other month- skipping January and February. We put you on a route with nearby people who receive the same service. You do not need to be home during service.**
- Activity levels are mentioned in the invoice notes. Naturally, there will be less activity from November to April. Activity in the stations tends to be higher as the year progresses. We recommend keeping the stations year-round.
- **Either party can cancel with written notice at any time. Upon cancellation, we will pick up the stations at the next scheduled service at no charge.** Please do not relocate stations without us knowing. **We only provide this service within our service area (see map).**

Sanitation Service and Feces Cleanup

This service is offered from November through March. We use disinfectants, odor removal/ encapsulation products, and specialized HEPA Filter vacuums. We charge an hourly rate for sanitation services. Some larger sanitation jobs require a bio-remediation company like Serve-Pro.

Note: Follow the CDC recommendations if you clean up after rodents yourself.

General clean-up recommendations include applying a bleach solution or disinfectant to the contaminated area. Let it sit for about 15 minutes. Then, manually remove it with a dustpan or wipes. Only use a vacuum if the filter is labeled for use with animal contamination. Also, remember that mice urinate microdroplets. If mice are inside your living space, regularly disinfect food-contact surfaces like countertops and tables.