

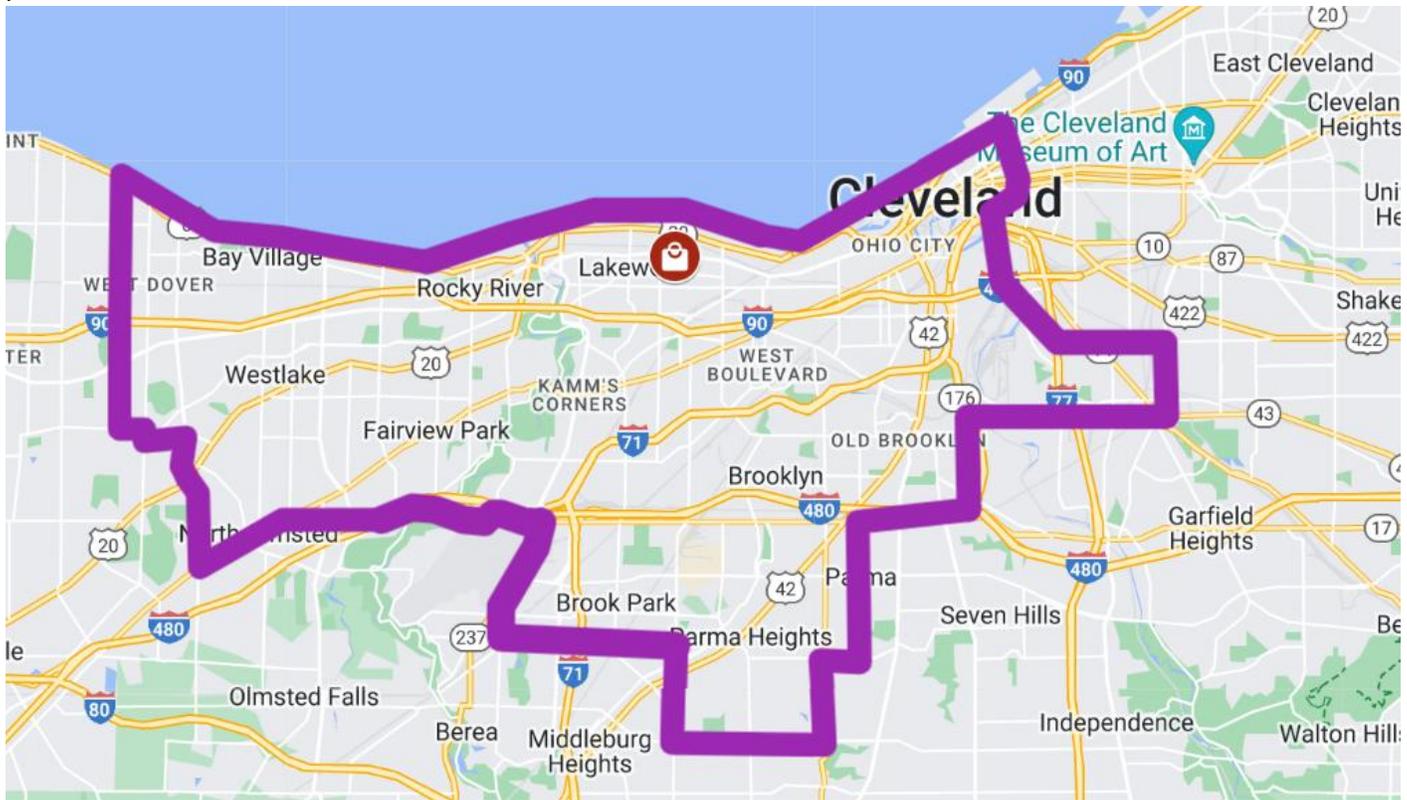


Carpenter Ant Service Guide

The listed pricing is intended for single-family homes under 4000 square feet- within the service area. All services are subject to sales tax.

Service Area: Our service area is inside the purple line. We serve homes outside of this line. However, a “trip charge” will be applied to cover longer drive times. We do not service homes over 35 minutes away. During the busy April-October season, we might be unable to service homes outside the purple line.

Out-of-Area “Trip Charge”: For locations outside the purple line (up to 35 minutes from the office), a \$50 “trip charge” applies to single services and non-warranted follow-up visits. Add \$100 for multi-visit service plans.



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, additional visits can be purchased during 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 15 minutes for unavailable customers before counting the visit as a missed appointment.

Warranty Service/ Service Period: Most of our pest control services include a warranty or offer half-price follow-up services within 60 days. **Please allow two weeks to achieve control before requesting follow-up service (one week for ants).**

- Most pesticides have a residual, which means they keep working after they dry. Most pesticides keep working for approximately 20 days. Some of our products cannot be reapplied for 2-4 weeks. Please give the products some time to work!
- Pests also have a lifecycle, which means it can take time to see results. For example, sprays don't kill newly laid bed bug eggs. Likewise, flea pupae are immune to most pesticides. **Social insect colonies, such as those of ants and yellowjackets, typically take about 2 weeks to collapse.**
- If ants go away after the treatment, but return within the warranty period, please allow 3-5 days before requesting a follow-up. The new ants often encounter the previously applied product and dissipate within a few days. If we have left you with a bait station, please place it where you see activity.

Different pests are active at different times of the year, and pesticide applications only last for a limited period. This is why we offer maintenance plans to manage your pests year-round.

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

Preparation For Service:

- For any insecticide application, plan to keep children and pets out of the treatment area until the products have dried/ settled out of the air. Depending on the application, this can take 45 minutes to 4 hours.
- Please secure dogs so they cannot physically contact our technicians.
- It is the customer's responsibility to provide all responsible parties (tenants) with the preparation guidelines. They are also responsible for providing access and ensuring occupants are ready to vacate the premises if needed.
- **Please follow all customer preparation guidelines and instructions. For more details, see the section related to your service.**

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 any other occupants have consulted a medical doctor or other healthcare provider regarding the 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 including our on-site time, weather conditions for exterior pesticide applications, inspection findings, materials 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 a 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 provide a card on file during scheduling. **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 issue an invoice, payment is due within 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 \$30.
- Small offices and stores are generally priced the same as homes.
- 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 treatment times are generally 8:15 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.
- We require a credit card on file if the landlord is absent for the appointment.

Outdoor Spray Season

Exterior Insecticide Treatments are performed from March through November, weather permitting. At all other times, an interior treatment will be applied for most common household pests.

Diagnosing Unknown Pest Problems/Service Call Fee:

Many problems can be diagnosed by phone or email at no cost. If you are unsure which service your issue falls under, please email photos to support@lakewoodexterminating.com. Our owner also provides phone consultations upon request. Please contact us via 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 fee plus tax. This includes an inspection/consultation. A price quote will be provided to remedy problems as needed.

Carpenter Ants

One-Time Visit/ Single Service Carpenter Ants

- **250\$ plus tax**
- **Warrantied for 90 days against Carpenter Ants Only.**
- Includes exterior treatment of home (March-November). Exterior treatments include the house, porch, garage, and sheds.
- Includes treatment around the base of deciduous trees. Carpenter ant queens are always in a tree outside. And that tree can be up to 300 feet from the home. If there are suspect trees on a neighboring property, we recommend obtaining permission to treat them during the visit. We can include treating those trees at no additional fee.
- Includes de-webbing of spider webs on the exterior of the home.
- Includes a localized interior treatment to areas of activity. Carpenter ants create satellite nests inside the home's water-damaged wood. Interior treatments focus on injecting products into these areas (foam insulation/ windows/ doors/ around plumbing/ gutter and roof leaks). If these areas cannot be located, bait or liquid residual spray is applied.
- When temperatures exceed 68 degrees, an exterior treatment is usually all that is needed. We are glad to service the interior during warm weather. However, if you only see a few sporadic ants inside, an exterior-only treatment is usually best.

Preparation For Carpenter Ant Service:

- Plan to keep out of any treatment area (inside or out) until any spray has dried. We may choose to apply dust or aerosol products inside. In this case, the area needs to remain vacant for 45 minutes.
- Carpenter ants have one queen in the main colony located in a tree within 700 feet of the affected structure. We will treat all trees on the property. But if there are other trees (oak, hickory, maple, or honey locust) on an adjacent property, we recommend that you be proactive and obtain our permission to treat those trees during service. Treating the correct tree(s) is essential for long-term control.
- Carpenter ants either forage inside from the main colony or set up satellite nests in your home's water-damaged wood. Check how your gutters drain during a rainstorm. Think about any roof leaks, gutter backups, plumbing leaks, etc. Do you have foam insulation? Providing this information to the technician will help him target areas to treat. Ants also nest under windows and doors. Keep a record of where you are seeing the ants.
- Carpenter ants are nocturnal. As a result, we can't always see specific areas of activity during our visit. You can find a lot of information by walking for half an hour after sunset or before sunrise. Take a flashlight and look around the base of trees and along the foundation for ant trails. It helps tremendously if you can pinpoint where the ants are entering the home and what trees they inhabit.
- Make sure no tree branches are touching the home.

Outside Preparation: Keep out of the treatment area until the spray has dried. Spray dries quickly in hot weather but may take the rest of the day in cool, wet weather. Close your windows and pick up any belongings around the exterior of the home. 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 and remove dog feces before our arrival.

Expectations For Carpenter Ant Control:

The most crucial factor is treating the infested tree(s). If you eliminate the Queen, the rest of the ants will perish. Ant colonies can take two weeks to collapse. If you still see ants after this period, contact us for a retreatment. We encourage you to look outside during twilight to find where the ants are. This will help our technicians perform a successful follow-up service. Be sure to look at your trees, street trees, and trees on adjacent properties.

Once temperatures rise to 68 degrees in the evening, the main colony will emerge from winter dormancy. When it's colder, the ants inside usually result from a satellite nest indoors. The heat of the structure tricks these nests out of dormancy. If you are experiencing ants inside November—mid-April, we will recommend an exterior treatment anytime between May and July. That way, the main colony in the trees can be effectively treated.

Wet Weather Protocol:

The most effective carpenter ant liquid residual spray is a suspended concentrate. Sadly, this pesticide formulation doesn't work well when the soil is wet or if it rains before the ants have a chance to interact with the applied product. During rainy weather, we rotate to different products without rain restrictions. We often replace the foundation spray with a granular insecticide activated by rainfall. Even if it rains after your service, please allow some time for the products to work before contacting us for retreatment.

Flying Ants: *This is a sign of a mature colony. Just like an apple tree must grow several years before producing apples. The same goes with an ant colony. It delegates all its resources to producing workers for several years. Then, after six or so years, the colony can start reproducing. Flying ants are also called reproductives or swarmers. They are males and potential new queens. Swarms are released during specific weather conditions, usually after good rain. The male reproduces, then dies, and the fertilized females start new colonies.*