

Havasu Pest Control, Inc. Residential Service Policy

Initial Service: Consists of OUTSIDE and INSIDE service.

Outside service shall consist of a chemical barrier around the residence using sprays, dust (if applicable), baits, granules, foggers or traps depending upon the type of pest problems you are having.

Inside service shall consist of baseboard spray, crack and crevice, bait or granule application to the interior of the home, storage and garage depending upon the type of insect problems.

The type of method of residential treatment shall be at the discretion of the service personnel to treat the residence in the safest, most effective manner available.

MONTHLY OUTSIDE SERVICE:

Shall consist of applying products to the outside areas as stated in "Outside Service" above.

1. Full Yard Service: If a customer requests full yard service, an additional fee shall be charged according to the time, materials used, and size of property which shall be determined by the service technician upon inspection of the area.

2. Return Service: (Call Back Service) occur when problems or infestations occur between monthly service calls. Return service shall be made at the customer's request. Callbacks apply to monthly service contracts only. **NO CALLBACKS WILL BE MADE WITHIN 7 DAYS OF LAST SERVICE DATE.** This allows time for our products to have maximum effect. Callbacks within 7 days of the next regular monthly service will be charged to the customer as their regular monthly service. Treatment or service method shall be at the discretion of service personnel to effectively treat the problem in the specific areas needed. Specialized treatment or products used will be charged at normal rates (i.e. total release aerosol, glue traps, etc.)

INSIDE SERVICE:

Will be done at customer's request for an additional fee. The request should be made at the time of monthly outside service, or upon notification of Havasu Pest Control, an appointment can be scheduled to coincide with regular monthly service which will result in a lower inside service fee. If inside service is requested other than at regular monthly service times, a minimum service fee shall be charged that will be equal to the normal monthly outside service fee instead of the regular inside service fee.

1. Inside Service shall consist of services as indicated under "Initial Service" and will include the interior of the garage, storage and/or laundry rooms.

2. Requests for service to garage, storage or laundry rooms at time of monthly outside service, will be charged at a minimum rate of \$2.00 for the average storage room, laundry room, or two car garage (refer to rate sheet for other charges such as 3 car garages, etc.) These charges will be added to the normal monthly rate and shall be determined by the service technician depending upon time and products used.

3. Inside service is not considered part of a call back or return service for an outside problem.

ADDITIONAL INFORMATION

1. Rodent Control: Available at an additional charge. Please contact our office or your serviceman.

2. Preparation: It is the customer's responsibility to insure that the exterior and interior of the residence is clean and accessible to the technician for the areas to be treated.

3. One Time Service: One Time Service is available and comes with a 30-day guarantee after service date for Target Pest Only.

4. Payment for One Time Service and Initial Service shall be made at the time of service unless arrangements have been made with our office prior to your scheduled appointment.

5. Delinquent Accounts: Accounts 60 days past due will be sent a past due notice. At 90 days, service will be suspended (until the account is brought current). The account will be turned over to our collection agency after 6 months.

6. Restart Fees: As most residual insecticides are designed for "crawling insects" they have a limited effect on flying insects. Therefore, we cannot provide complete control of flies, mosquitoes, gnats, etc.

7. Special Services: General Pest Control services are for the most common insects found in this area. However, ticks, roaches, food weevils, bees, fleas, etc. require special services. These jobs are by **BID ONLY**, requiring an additional fee.

8. Havasu Pest Control, Inc. offers pest **CONTROL** but not necessarily **TOTAL ELIMINATION** and therefore assumes no responsibility for any bites, or related injuries from insects, spiders, scorpions, bees, wasps, etc.

We at **HAVASU PEST CONTROL, INC.** believe that our service can be designed for your specific needs to control your pest population in and around your home in the best possible way. We also believe that our service will rival any other service you have had in the past.

Our goal is the **SATISFACTION** of our customers. Our monthly customer service is guaranteed. Please contact our office or your serviceman if you feel you have any problems that need our attention. 855-1054

Havasu Pest Control, Inc
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