

BUG HUNTERS PEST CONTROL

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bughunterspestcontrol.com

Dear Valued Customer:

A pest-free environment in your home or business is our goal. In order to help us better serve you, this letter contains an outline of what to expect from our services, our company's service policy, and our company's appointment policy.

At Bug Hunters Pest Control, we treat a wide range of structures for a variety of pests—from large commercial buildings to very small cabins in remote locations. Because of this, we travel long distances, and our technicians have full schedules every day.

General Service Policy

In order to be efficient in our practices and policies, we would like to provide you with a list of our services.

- **General Preventive:** Treatment for ants and spiders. If you are having trouble with wasps and you have located a nest on the property near the structure(s), the nest will be treated at time of service for no extra cost.
- **Wasp Treatment:** Offered to current customers at \$60 in-between regular treatments, so long as the customer has signed up for a three (or more)-treatment-per-year plan. This price is higher for customers who live in remote locations such as the North Fork area, the Swan Valley area, and the Polson area. Customers who receive monthly service will not be charged for a return visit to treat wasps on a structure; however, if the wasps are in the ground or on the property near the structure(s), there will be a \$45 charge.
- **Rodent Services:** Performed regularly. If your property was treated for rodents at your initial appointment, these services will be included in your service plan. If a rodent problem has developed on your property, please speak with your technician or call our office to have these services added to your treatment plan.
- **Specialized Treatments:** Because bed bugs, gnats, roaches, and fleas require more focused and intensive treatment, the cost for these services is higher. If you believe you have any of these pests in your home, please contact our office for more information regarding scheduling an appointment for treatment.
- **Crawl spaces** will be treated at the initial service; at the discretion of the technician, a fee of \$35 or more may apply.

In most cases, we provide a control guarantee of a 75% - 95% reduction of insect pests. This is based on three factors:

1. **Frequency:** The number of treatments performed on your home each year directly affects the efficiency of the product. We recommend your home be treated at least 3-4 times each year; for some properties, we suggest treatment on a monthly basis.
2. **Soundness:** Gaps in doors; windows; roll-up garage doors; and utility entries for pipes, electrical, etc., provide convenient points of access for pests. Sealing these areas will greatly increase the effectiveness of the treatments.
3. **Landscaping:** Having bark, grass, or dirt at the base of a structure greatly decreases the percentage of control because these mediums absorb the product we lay down. Our products are most effective when

the structure is surrounded by small-diameter rock, asphalt, or concrete because the product remains on the surface of these mediums.

Please keep in mind that very high temperatures, frequent foot traffic, frequent vehicle traffic, and irrigation systems can reduce the percentage of control and may lessen the efficiency of the treatment.

Appointment Policy

We at Bug Hunters Pest Control understand that circumstances may arise which prevent you from being present at your home or business at the time of service.

If we have scheduled an appointment with you but you are not at the residence or business when the technician arrives and **have not contacted us to schedule a new appointment at least 48 hours in advance of the time of service**, the technician will treat the exterior of the structure(s) **at the agreed-upon follow-up rate**.

If the technician is turned away at time of service, a \$45 “show-up” fee will apply. If your home is in a remote location, the “show-up” fee **may be as high as \$95**. Also, if there is an unconfined dog on the premises and you are not present but have given us permission to spray, the “show-up” fee will be charged, and we will notify you to reschedule the appointment.

If you are not at the residence or business when the technician arrives and treats the exterior, you may schedule a follow-up appointment to have the inside of the structure treated **at a minimum cost of \$45; the price may be higher depending upon the scope of the job and the distance the technician is required to travel**.

Thank you for choosing Bug Hunters Pest Control to create a safer, more enjoyable environment in your home. We value your business!

Yours,

Scott Goodson
Owner/Operator
Bug Hunters Pest Control

I have read and agree to the General Service Policy and the Appointment Policy.

X

Customer Signature

Date