

## INSTRUCTIONS FOR RENEWING YOUR POLICY

Enclosed you will find our invoice covering your Termite Control Guarantee for another year. Your present guarantee is renewable each year and extends your present coverage for as long as you care to maintain the current status of your policy. Should you desire to continue your coverage, enclose your check for the proper amount, using the envelope provided. Your check must be for your renewal payment alone, cannot include payments for other services and must be for the full amount, including the taxes. If you are tax-exempt, we will need your tax exemption number for our files if we don't already have it. If you are later than a few days in sending in your payment, just call in for late payment instructions. Please make a note on the return stub if there are any corrections or changes.

In this folder, we have tried to cover all of the questions that you might have regarding your Termite Control Policy. If you have any other questions, please give us a call. We will be happy to explain any part of our program for you.

# IMPORTANT INFORMATION ABOUT YOUR RENEWAL . . .

## NEW CUSTOMERS

If this is the first time you have received a Renewal Invoice from us, it is because your property has been under termite guarantee. That guarantee will expire soon, but can be renewed each year. Payment of the premium covers all of the regular services that are normally associated with termite control. This would include all wood-destroying insect inspections, or other special reports, and any real estate certifications that may be required during your current term of renewal. It covers all treatment during the term of your renewal, also any treatment that may be required for real estate settlements — it even covers termite pre-treatments on new additions or other structures you construct on the property. There are no extras to pay for — no unnecessary treatments, no required "boosters", and no rate increases on straight residential properties. Our Termite Control Policy does not include service calls for other types of pests, but renewal customers always get preferred rates and quick service. Don't forget to identify yourself as a "Renewal Customer" if you call in with another problem.

Substantial discounts on Termite Control Policies are allowed to all homeowner's dependent upon social security, and disabled veterans from any of our armed services. Full premium waivers are always granted to any of our renewal customers who are currently disabled and/or unemployed. Call our office if you qualify.

## TERMS AND CONDITIONS

Our guarantee is transferable upon direct application to United Exterminating Company within 90 days of settlement. Requests for termite certifications for real estate settlements must be made two weeks prior to your settlement. Real estate settlements will require a clear termite certificate made out specifically to the new buyer and dated within a period of about two weeks of that settlement. Your normal paid renewal invoice or a previous clear certificate will not be sufficient for any real estate settlements. Be sure to call us in plenty of time.

The most important condition (because it affects your chances for future termite infestations) is our standard requirement that you notify us prior to making any changes to the structure or the ground around the outside of that structure. All such changes must be documented before they are made or constructed. By changes, we mean any type of alteration or decoration that may affect the chance of eventual wood-destroying insect infestations. Changes in shrubbery or other ornamental plantings around the building do not normally affect chemical termite barriers. However, extensive digging, concrete sidewalks poured next to the foundation, or other foundation construction will have an effect. Other changes to the outside, even finishing off a basement or a garage may qualify as a structural change if it hides or covers the sub-structure of the building. Termite control pre-treatments are only supplied on a no-charge basis when done at the proper time and while still under construction. Termite treatment may not be advisable or even possible once some types of changes have been completed. It is important to remember, therefore, that unapproved alterations may not be subject to automatic renewal, so for these reasons, and before you make any change, give us a call.

Failure to adhere to these terms and conditions subjects you to the possible cancellation of this guarantee. Renewal of this guarantee is subject to these terms and conditions and also to the prevailing renewal rates at the time of your renewal. Protect your investment by maintaining this policy in force. An interruption will endanger the eligibility of your renewal.

## RENEWAL INSPECTIONS

Your regular renewal inspection is one of the more important aspects of your coverage. Renewal inspections should be made on a regular basis to make sure that all chemical and physical barriers are in place and that there is no sign of any current or renewed activity. It is your responsibility to call in and arrange for those inspections, so the best time to do that is when you receive your renewal invoice each year. There is no charge for renewal inspections made during regular business hours, Monday through Friday. If you will require special arrangements, please call our office.

For a proper inspection, our inspector will need access to your basement and crawl spaces. Please make these areas available to the inspector when he comes. If your crawl space has a tendency to be wet, check to see that it is dry for our inspection. If it is always wet at certain times of the year, call us in for the renewal inspection when you know it is dry. If you have a crawl space with an outside access, it may not be necessary for you to be home for the inspection. Just remember to make us aware of any unusual conditions before we come out.

You should consider your Renewal Inspection to be much like those regular visits to the dentist. A necessary evil, perhaps, an imposition sometimes, but renewal inspections are important because they tend to catch little problems before they develop into more serious problems. Your inspection does not have to be done at the time of your renewal. You can make your appointment at any time of the year to suit your own schedule. If you forget, you won't be cancelled. The renewal inspection is not a condition of your renewal, but it is the best way of preventing a termite problem. Our invoice will list the last inspection date and we will also notify you if no inspections have been made for the last three years. If this property is occupied by your tenant or agent, we will supply you with a report of our inspection results to your official address.

## OLD CUSTOMERS

This is so important that we must remind you again — **DON'T FORGET** to call us **BEFORE** you make those changes. Most of the time we know exactly what your house looks like and can tell you over the phone if any treatment must be performed. Call our main phone number for further pre-treatment information.

## IF YOU SUSPECT A PROBLEM

If you discover swarming insects on the inside of the structure, **DO NOT SPRAY!** Obtain a sample (very important) right away so we can be sure of exactly what problem you have.

Both termites and flying ants will swarm, usually in the spring, but sometimes in the fall as well. It is a natural occurrence on the outside, and happens every spring. The danger is not the swarming termites, as the swarmers do not eat anything. Their only purpose is to mate with another termite and then get into the ground to ultimately start a new nest. Most are not successful, as there are many natural enemies that just love to eat swarming termites!

However, when you experience this swarming condition on the inside of the structure it may mean that your building has a termite problem. If this swarming is inside, there are three things to remember:

First of all, **DON'T PANIC!** Everyone usually does, but try not to. Remember, this is also a natural occurrence (every house gets termites sometime).

Secondly, **DON'T SPRAY ANYTHING!** Swarming termites only have one thing in mind, to get outside. They fly towards the light, so if you can open a screen or window, they will fly right outside. They do not bite, they do not eat wood and will not infest your house or furniture, or lay eggs for more termites, or anything else. They are not dirty and vector or carry no disease. They are very fragile creatures and if they can't mate and get into the ground within an hour or two they will die all by themselves. The best thing is to wait the hour or so until they die, then vacuum them up. A sure-fire, non-toxic solution to the swarming problem.

Third, and probably the most important, get a sample for us. We should be sure of the problem you have, and the only way we can do that is to have your sample. We will not be able to supply treatment for an unknown type of insect, so it is always imperative to have the sample. This is true of any insect problem you may have. Once you have your sample, give us a call so we can come out and see what you have. We have included an "Identification Guide" if you want to compare your sample. We will still want to see your specimen, however, but the Identification Guide may be able to help you on the spot.

## PLEASE REMEMBER

Regardless of which swarmer you have, there is nothing that you can spray that will stop their swarming until they are done. They began their journey up from the ground months ago, and will continue to swarm out of those hidden areas until they are all finished. Spraying will only stop them momentarily, and they will resume at a later time or day. Even termite control by an exterminator will not immediately stop the swarming. His treatment is to the ground, to install the chemical barrier and it may take a few weeks to really take effect. In the case of flying ants (it works exactly the same way with them), they do no damage, and will go away in a few days. So do the termite swarmers. But the difference starts there — termites continue to work unless the ground is treated.

Termites are no great mystery, they have been around for millions of years. They work very slowly and most of what you hear about what they do and how fast they work is "scare tactics" promoted by unprofessional exterminators. However, many modern construction methods in America do tend to create the termite hazards to begin with, so it is wise to have protection if it is economical enough.



**TERMITE**

**Wings:**

White, gossamer,  
all four wings are exactly the same length.

**Body:**

Black, non-segmented body.



**ANT**

**Wings:**

Darker, with veins,  
front pair longer than rear pair.

**Body:**

Red, brown or black  
3 segments (body parts).

**ABOUT OUR COMPANY**

United Exterminating Company is a full-service, state-licensed exterminating contractor, active members of our local, state, and national professional organizations. Our service technicians are careful, knowledgeable experts, all of them holding their own license as New Jersey state-certified applicators, and certified in all appropriate categories. Geared completely for service, vehicles and servicemen are radio-equipped for instant communication and quick response. Inspectors are fully qualified professionals, and with extensive backgrounds in public health and building construction, they can handle any situation that may arise.

**MEMBERS**

National Pest Control Association.

South Jersey Pest Control Association.

New Jersey Pest Control Association.



**UNITED** EXTERMINATING COMPANY

P.O. BOX 140  
HADDONFIELD, NEW JERSERY 08033  
(856) 428-2511  
www.UnExCo.com

**TIME**

to  
renew  
your

**Termite  
Control  
Policy**

