



How to Choose a Pest Control Company

Not all pest control is created equal. Different companies will have different standards, practices, and equipment in use, so doing your research prior to making a purchase is essential in order to get the best service for your home.

Whether buying general pest control services to keep your home bug-free, mosquito services to better enjoy your yard, or termite protection to keep your biggest investment safe, here are ten key questions you should ask prospective pest management companies before you buy pest control services:

1. Do they answer their phone and handle your request immediately?

How the company handles your initial call can usually tell you a lot about what kind of service you can expect as a customer. If you get a response immediately and are given careful attention by the person on the other line, it's a good sign that they'll treat you well as a customer. If they make you wait 24 hours or more for a return call, will they make you wait to have your issue resolved as well?

2. Does the company have a website?

In the modern age, most reputable businesses will have a website to feature their products and services to as wide an audience as possible. With tech so widely available and integrated into our daily lives, a company without a website can send up a red flag.

In pest control, those companies without a website are generally small, sometimes 1-man operations. With such a small crew, these operations can sometimes undercut the competition with lower prices, but their lack of manpower could leave them unable to fully resolve your issue. Keep in mind that some small operations also go unlicensed and uninsured, leaving you potentially liable if they get hurt or cause damage around your property.

3. How quickly do they get you pricing?

Your final price for pest control service will vary based on the individual service(s) you purchase and the way and speed with which you get pricing information can vary. Some companies will get your pricing to you via phone, text, or email; others will require an on-site appointment to confirm your pricing.

Did you receive your pricing information quickly and professionally? Can you buy the way you want? Can the team meet your service expectations? Keep these questions in mind as you interact with the company.

4. How quickly can they resolve your pest problem?

If you have an urgent pest problem, how fast will they arrive to handle your issue? Sometimes pest control companies can be there same-day, while others can service on the next business day. Others could make you wait days, a week, or more to get your problem handled - so make sure to ask for clarification before you buy.



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5. Do they utilize technology to communicate with you?

The more options you have to communicate with your pest control company, the better. Beyond a company with a current website, you'll also want to look for a team that can stay in contact by email, phone, or text - whichever is most convenient for you.

6. Do they have a service agreement?

When you buy pest control, you should get a service agreement outlining in detail all the treatments you're signing up for. Without a service agreement, you as the consumer have no guarantee that you'll receive the exact services you need, so don't sign on without one.

7. Do they suggest ongoing preventive services?

Preventative maintenance is always cheaper than eliminating a problem. If you want lasting protection for both your home and your wallet, you'll want to find a company that can resolve your existing issues while suggesting ongoing services they can provide to keep you pest-free for the future.

8. Do they offer different types of services?

Keep in mind that while you may only need one specific service today, there's no telling what tomorrow might bring. Can you rely on this company if a different pest becomes a problem in the future?

9. Do they require multiple appointments if you have multiple services?

While some companies will require multiple visits for different services you require, others will be able to fulfill all of your service requirements in one visit. If convenience and time are factors, make sure to find a service that can complete all of your required treatments in one appointment.

10. Do they bundle services?

Bundling services is an excellent way to save the customer money when more than one service is needed. However, not all companies will offer this (many times due to their multiple appointment requirement mentioned above). If you're in need of treatment for more than one issue, or think you could be, look for treatment providers that allow you to buy services in a bundle.

And as always, be sure to check out existing customer reviews on their website on the internet for your best chance at having a positive pest control experience.