



# QUALITY ASSURANCE & OTHER SERVICES

## QUALITY ASSURANCE

We back Precision Protection™ with Orkin's Quality Assurance program (featured in the American Society for Quality's Quality Progress magazine), which assures your pest management service meets Orkin's high quality standards – and your own.

## 60-DAY FOLLOW-UP INSPECTION

A follow-up visit by your Orkin Account Manager will be scheduled within 60 days of your initial service to review your IPM program. All findings will be documented and discussed with your designated facility representative.

## ISO 9001:2015 CERTIFIED CORPORATE COMPLIANCE AUDITS

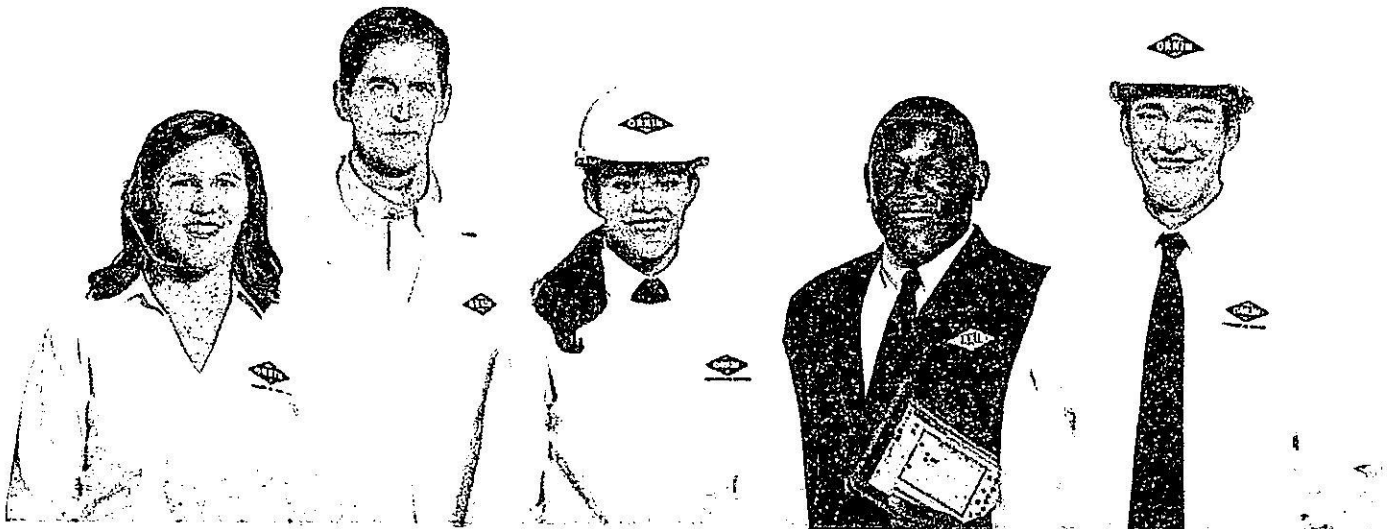
Orkin employs a National Quality Systems Team, which utilizes an ISO 9001:2015 certified audit process to ensure proper documented procedures are followed. Close monitoring by the ISO Certification Process reinforces Orkin's documented quality management processes and strict regulatory compliance.

## ADDITIONAL SERVICES

We would be happy to submit a proposal for any of the additional services below, upon your request.

- ◇ Bed bug control
- ◇ Bird control (baiting, netting, exclusion)
- ◇ Fly control (service, fly light rental)
- ◇ Orkin Actizyme® Floor and Drain Cleaner
- ◇ Termite control
- ◇ Orkin Actizyme® Odor Neutralizer
- ◇ Wildlife control (groundhogs, skunks, etc.)
- ◇ Mosquito control

*A separate service agreement would be required for the above additional pests and services.*





## ORKIN COMMERCIAL SERVICES TRIPLE GUARANTEE

### ① 2X24 RESPONSE GUARANTEE

When you see a pest, you need service right away – 365 days a year. Orkin makes it easy with a direct priority line to our national customer service department and to your local branch. We'll respond to your request within 2 hours and if needed have someone on-site at your facility within 24 hours – guaranteed.

### ② REIMBURSEMENT GUARANTEE

Should your company be fined by a regulatory agency due solely to a pest infestation, Orkin will reimburse you for the amount of those fines that are paid.\*

### ③ 360° SATISFACTION GUARANTEE

- ◊ **60 days complimentary service if you're not satisfied with the way we begin our service** – After you choose Orkin, we provide a 60-day guarantee of our service. If you're not satisfied after the first 60 days, we reimburse you in full.
- ◊ **60 days complimentary service if you're not satisfied at any time thereafter** – At any time, if you are not completely satisfied with results of your regularly scheduled service, Orkin will provide complimentary service for up to 60 days until you're satisfied.
- ◊ **60 days complimentary service by another provider if you're still not satisfied** – If you are still dissatisfied after 60 days of Orkin's complimentary service and you wish to cancel our service, we will pay for the first 60 days of regular service by another provider of your choice.^

*\* Your account must be current, under contract for over 60 days, and your business must be compliant with sanitation and structural requests as noted on Orkin service reports.*

*^ Payment to other provider due to unsatisfactory pest control shall not exceed Orkin's established rates for like service protocol.*