

Theme: Malicious Intent, Nonconsensual Spraying of Residents by Arrow, Putting Human and Pet Health In Danger and at Risk

Force, Fraud, Coercion — This is exploitation and dangerous, nonconsensual spraying by pesticide corporations.

My case was similar. There was no need to spray. I specifically requested that no spraying be done. I was never contacted by their corporation. They never knocked on my door. They went around to the back of my residence, opened my secured gate, and entered through my back yard without my knowledge or consent. Other residents have locks on their gates, I wish I had.

At first, I was afraid that I had an intruder, so I locked my door and contacted the office. I noticed them walking around my yard and even looking into my window. I then saw them with a canister. They sprayed with no warning and no communication with me beforehand.

Arizona law requires the company to provide information and warning after they spray.

For the last nine days, I have been experiencing excruciating reproductive pain following the spraying. Like a chemical bomb was dropped on my home, all of my belongings are contaminated, and I no longer feel that I can safely use certain furniture and other porous belongings. As a result, my goods have lost substantial value.

Based on the unauthorized entry, my prior request that no spraying be performed, the lack of notice or communication, and the spraying that occurred anyway, I believe Arrow's conduct was intentional and showed a serious disregard for my health, safety, property, and expressed wishes.

Source: [Arrow Exterminators, Inc. | BBB Complaints | Better Business Bureau](#)

Initial Complaint

Date: 07/28/2026

Type: 💰 Billing Issues

Status:  [Answered](#)

In December 2025 arrow exterminators sent a technician to my house without my consent or knowledge to spread anti pest product around the outdoors. As we were out of town for the holidays and it wasn't [REDACTED] season we didn't want any service to be performed. A month later I received a bill for \$90 for the service I didn't consent to. I called to dispute the charge and after an arduous process I was directed to a supervisor named [REDACTED]. I told her the issue and she responded in agreement, claiming I will not be charged for the non-consenting service. A couple months later I decided to cancel with arrow because I believe performing service and charging without consent is unethical practice. In late July I received a notice from a collection agency informing me that the \$90+ charge that was apparently voided has now been sent to collections. I called arrow and was told it's a collections issue. The supervisor, [REDACTED], told me it's in the contract that they can service and charge without consent. I explained the conversation I had with [REDACTED] with [REDACTED]. It fell on deaf ears, unfortunately.



Business Response

Date: 07/30/2026

I spoke to Mr. [REDACTED] and apologized for the miscommunication regarding the service that was provided on 12/15/25. I informed him that the \$98 charge would be removed.

Initial Complaint

Date: 06/26/2026

Type: ✂ Service or Repair Issues

Status:  [Answered](#)

A company I did not establish services with keeps sending me an invoice for \$280.00 when I never asked them to come to my house and the invoice does not state what they did that cost \$280.00. I own the home so I would know if someone was asked to provide a service.

Initial Complaint

Date: 07/11/2026

Type: 📦 Order Issues

Status:  [Answered](#)

Got a letter stating we owe 250 for a service we NEVER been in contract nor reach up to. The business been contacted and apparently they installed something on our yard without permission. We did not even move to the house yet when they installed it.

 Initial Complaint

Date: 05/09/2026

Type:  Order Issues

Status:  [Answered](#)

I bought a new home that included their service. I was under the impression they just put in termite traps. After a year we started receiving invoices saying we owed them money. We never signed or renewed anything. I called and was told that we were taken off their list and squared away. Now we are getting a letter saying they're sending us to collections for a service we never signed up for or recieved!

 Initial Complaint

Date: 03/13/2026

Type:  Service or Repair Issues

Status:  [Answered](#)

We just purchased a home and this business refuses to send a paper bill they are suggesting we pay for a service over the phone with no documentation at all and They came and serviced our home with no one present without our now the new home owners authorization. They requested my personal information without giving me documentation. The guy that came out as we got home and he was done said that we will get an email from them and left nothing else was exchanged and he didn't go through anything else as to the nature of his business here I said I don't want my name to be used thrown on a contract without my knowledge or what I'm exactly signing up for she refused to give me any information at all

 Initial Complaint

Date: 09/29/2025

Type:  Order Issues

Status:  [Resolved](#)

This company keep sending me an invoice for services I never agreed to. invoice is attached. On June [REDACTED]. I called this company to informed them that I was selling the House on June [REDACTED]. I have spoken to the company about this matter twice. The last time, the person I spoke with acknowledged they spoke with the new owner on June 26, 2025, and she told them she would think about whether to keep the services. I don't owe this company anything. I fill they are trying to Harass me in to paying for something I did not oreder.



Initial Complaint

Date: 08/16/2025

Type:  Service or Repair Issue

Status:  [Answered](#)

Called and requested quarterly service for apartment that I just moved into. And no time was I asked if I have a pet during my call to the office while making an appointment. My technician arrived who was very friendly, however explained to me that he was not able to treat my apartment thoroughly because I have a dog and there are concerns about my dog coming in contact with the chemicals and possibly becoming sick or dying from them so it would be "spot treated" and the base of the flooring would not be treated. I explained to the technician I have had services from a few other exterminators in the past and they either had green solutions that did not harm animals, or these kind of concerns were never made to me and they were able to treat my own thoroughly. He said that this was their policy and it was to my discretion but he would not recommend it. Obviously I did not opt to have the base flooring treated after this warning. Had I been told this at the time of making my appointment, I would have never paid for quarterly service from arrow as it sounds like they have a chemical that is not suitable for a home with pets. 71% of American households have a pet, it makes absolutely no sense to me that this was not asked to me or they walk into homes assuming they do not have a pet present and can treat thoroughly as a result. I'm unsatisfied with the treatment I received.

 Initial Complaint

Date: 06/10/2025

Type:  Order Issues

Status:  [Answered](#)

I am writing to formally file a complaint against Arrow Exterminators regarding an unauthorized service performed at my home, followed by an unjustified invoice and ongoing attempts to collect [REDACTED] March 2025, Arrow Exterminators performed a service at my residence that I did not schedule, authorize, or agree to. Upon contacting the company to dispute the charge, they referred to a 2022 agreement, claiming that if they cannot reach the customer, they are permitted to perform services anyway. However, this reasoning is invalid, as I was sent a new service agreement in 2024 via email which I never signed. As such, any automatic renewal of services is not legally or contractually binding without my consent. This is not the first time this issue has occurred. In 2024, Arrow performed a similar unauthorized service and acknowledged their error, stating that they would have the technician obtain a signed agreement moving forward. However, this was never done. Despite multiple email communications from me reiterating that I did not authorize the service and have no updated agreement on file, the company continues to send me invoices and insists I am responsible for payment. Additionally, I have previously informed Arrow Exterminators that I only want both inside and outside services performed during any scheduled visit. The unauthorized service they performed did not meet these preferences, further confirming that it was not something I agreed to. Given the above facts* I did not authorize the service performed in 2025. I did not sign the updated agreement sent to me. The company previously acknowledged their mistake in a similar incident. I communicated my preferred service method (inside and outside only). The company continues to bill me unjustly despite clear communication. I am requesting the following resolution: Immediate cancellation of the outstanding invoice & no further billing will occur without a valid signed agreement.

 Initial Complaint

Date: 04/15/2025

Type:  Service or Repair Issues

Status:  [Answered](#)

Arrow Exterminators is mailing me invoices to my primary residence, a house I purchased about 6 months ago. The invoices appear legitimate except I have no agreement with them, nor have I ever done any business with them or had a prior agreement with them. Somehow they got my name and address. They have issued me a customer number, as well. The business needs to issue a letter stating there is no existing agreement between us then discontinue all [REDACTED] not call

Initial Complaint

Date: 04/08/2025

Type:  Product Issues

Status:  [Answered](#)

Arrow contacted us on Dec. 3, 2024 via email to confirm service appointment. That same day we responded to Arrow via email indicating we are going to decline services at that time. They came out 3 days after we declined appointment and sprayed. We informed the service tech that we had declined the service appointment, but they proceeded to work anyway. We are being charged \$103.92 for this service which we had declined the appointment and we refuse to pay for something we specifically informed them we no longer wanted. We have reached out to the service manager, [REDACTED], to discuss and resolve this oversight and we have received no response from him. His email address is on the attached email for reference.

Initial Complaint

Date: 03/11/2025

Type:  Service or Repair Issues

Status:  [Resolved](#)

6 months ago an Arrow exterminator from their [REDACTED], GA office came to my house stating he was here to continue doing the termite service that the previous owners had. I said absolutely not. He tried to put pressure on me to do it stating it was a transferable bond and so it transfers to me. I told him I don't care who his previous customer was I am not interested. I told him I'm not paying for anything. He said the previous owner paid for it. I still said no. He was pushy and rude but finally left. Then comes exterminator 2. He was much nicer but again I let him know I was not interested in his services. He said the previous owner already paid so can he add termite pesticide. He said if I am interested I can call the office and set up my account. Again I said no, not interested. Then today I get a bill from Arrow for \$304. I called the office and spoke with Carrise. She told me the termite bond on my house rolls over to me. She said she had to get my customer information from the tax office. She assured me that the previous owner paid for the recent termite visit. She said she sent a couple of letters to my house. I told her I had already spoken to her 2 exterminators that came to my house informing them I do not want their services. She said they did not let her know. I told her that is an issue within her company. On the bill she sent me it says if you are the new homeowner call the local office to complete the warranty process. Since I was not interested I never called. This fraudulent bill is due by 5/2025. I want a written statement confirming I do not owe them any money, I am not a customer and I am not interested in their warranty or any services they offer,
