

PRICING TRANSPARENCY POLICY

At Red Pencil Pest Control (RPPC), we believe in clear, honest and upfront pricing.

1. No Hidden Fees

All prices are disclosed before work begins. No surprises, no inflated invoices.

2. Written Quotes

All quotes are provided in writing via email, or text / whatsapp message. They include:

- Description of the work
- Number of visits
- Chemicals/methods used
- Total cost including VAT

3. Fair and Consistent Pricing

Our pricing structure is based on:

- Time required
- Complexity of infestation
- Safety considerations
- Distance travelled

4. Guaranteed Work

Where appropriate, RPPC offers treatment guarantees:

- Written on the treatment report
- Clear terms and duration

5. Emergency/Out-of-Hours Charges

Any additional costs for urgent response are stated clearly before attending.

6. Payment Terms

- Payment due upon completion of first visit unless otherwise agreed
- Accepted methods listed in all documentation

7. Commitment to Consumer Fairness

RPPC follows the BPCA Code of Conduct, ensuring honesty and transparency at all times.

Signed: Andy Wood **Name:** Andy Wood
Position: Director **Date:** 10 December 2025