

May 29, 2007

Chet's Termite & Pest Control
2112 West Waters Ave.
Tampa, FL 33604

Dear Mr. Rowland:

I am writing today to thank you, and your employees. In May of 2006, I discovered termites at my residence and I contacted three pest control companies to schedule inspections and compare estimated costs. When I met with Hal Whidden, your company's consultant, he was pleasant, helpful and informative, but best of all, he was on time! I scheduled the tenting of my property during this first meeting and Chet's Termite and Pest Control tented my home on May 23, 2006.


Imagine my dismay in late April 2007, when I discovered wings and other evidence of termites in my home. I called Chet's on April 30, 2007 and Hal was at my door (on time again) on May 1, 2007. He determined that I did indeed have live termites and we scheduled a second tenting (at no charge) of my home for May 18, 2007.

On May 2, 2007 I called your office and left a voice mail message for Carol Brown, your office manager. I was calling regarding your "no-risk, 100% money-back" guarantee. Carol returned my call the same day. She was very considerate and apologetic regarding the need for a second tenting of my home. She also made an appointment to deliver a full refund to me at my home on May 25, 2007.

After two whole-house tentings' in less than a year, I can honestly say I hope not to need your services again anytime soon. But...I also will say how very pleased I am that I hired your company the day I first met with Hal. Everyone has been pleasant, professional and helpful and when you state that you have a no-risk, money-back guarantee...that's exactly what your customers get.

Thank you so much for standing behind your work and keeping your promises. I have recommended Chet's Termite and Pest Control to several of my friends and co-workers, and will continue to do so. It truly was a pleasure doing business with you!

Beverly Hicks

CHET'S PEST CONTROL, INC PHONE 935-7554 2112 W. WATERS AVE TAMPA, FL 33604-2748		COMMAND ASSET PROGRAM	5159 63-2/630 BRANCH 09811
		DATE	5-25-07
PAY TO THE ORDER OF	<i>Beverly Hicks</i>		\$ 792.00
FOR		<i>Seven hundred ninety-two & no/100</i>	
		DOLLARS	
 WACHOVIA SECURITIES Wachovia Bank, N.A.		CODE	<input type="checkbox"/>
<i>money back guarantee</i>		<i>Chet Rowland</i>	
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