Understanding Your Bill

Answers to Some Frequently Asked Questions

- Bills are mailed at the beginning of a service cycle and due by the end of month in which you receive your service or in your renewal month.

- Bills are generated on the first Sunday of each month. Therefore, that date will appear as the "service date" on your bill even though it is not the actual date a technician will visit your home.

- Payment for New Termite Protection services are due in full at installation. In subsequent years, the renewal fee *(termite warranty)* will be due in your renewal month.

- Termite warranty payments are due in full by the end of the renewal month to assure the warranty remains valid. The warranty remains valid upon receipt of payment, and in effect, whether or not the inspection has been completed. **We will make every effort** to complete the inspection as soon as possible.
    - Termite Warranties are renewed on a yearly basis, to keep the warranty in effect, payment in full is expected whether or not you own the home for the entire renewal period.

- You may choose to take advantage of our **auto-pay options** or you can **pay your bill online** by setting up your online account through the Russell's website. Please call our office to have either of these options arranged for you.

- **Auto-pay options** must be set up with a valid credit or debit card. *

- Call our office if you receive a new credit/debit card (with new expiration date), change bank accounts, or wish to change the card used for charges. *

- Keeping our records up to date will help assure you receive no excess charges from your bank, etc. *

- If you have any questions about your bill or to find out **how to qualify for a 5% discount** on your annual pest control services, please call the office at 865.584.8549.

Thank you for the opportunity to protect your home & family from unwanted pests!

*Though every effort will be made to inform you when a transaction has been declined, Russell's is not responsible for any balance that accrues due to inaccurate information on file.