

### 1. What is the History of onlinepestsolutions.co.uk?

Onlinepestsolutions has been created by us January 2008 as a result of a gap on the internet market for DIY products to solve pest problems. Often pest control companies charge excessively to eliminate such problems - often it can be tackled by simply using the many products on the market. The second reason why exist is because through selling to the trade we have realised that we can compete and in fact beat our competitors both online and in store...Please see our prices and feel free to compare...

### 2. What are your delivery terms?

We either post 1st class Royal Mail or use couriers to dispatch our products. The products we have on the site are those in stock and so we aim to dispatch same day - for next day. Sometimes with Royal Mail it may take two days to receive your order, but should you not receive it within 72 hours of order - we shall do our utmost to track the order for you! The reason why we prefer Royal Mail is to keep the P&P as low as possible; although with some pest control products we need to use courier.

### 3. What are your opening hours?

We aim to give as much telephone support as possible and understand that when buying pest control products, one can have many questions. We are happy to hear from you and advise you on the best course of action. Having been experienced in the field for over 25 years we have a wealth of expertise and are keen to guide all our customers. Our opening hours are from 10am to 8pm Monday to Saturday.

### 4. Why do you use Paypal?

We have researched a number of online merchant services and found Paypal the best trade off between cost and quality. Paypal is a reputable market leader. It provides a secure server

(SSL) which means that we only pass your financial details to PayPal and not to us - minimising possible dangers. When you proceed with making your online purchase, you will be transferred to the PayPal site where your transaction will be processed. In order to purchase here you will need a PayPal account. If you do not have one, do not worry. It takes only a few seconds, it's free and best of all it's the safest and most secure service in the world.

So if you do not already have a PayPal account you will need to register - there is no cost to you. If you are already a PayPal member just enter your Email Address and Password. After you have registered once, you are able to make purchases from any PayPal merchant you may wish to do business with in the future. You do not need to register each time.

### 5. How have you calculated postage & packaging?

P&P is calculated by us using two important factors: postage cost (weight and size) and packaging costs. We aim to buy packing materials in bulk to reduce the P&P costs but continue to be cautious when packing. A Handle With Care label is given with each package together with a return to sender if undeliverable address. We keep a receipt / courier details for our reference.

### 6. How do you select your products?

We either import the products ourselves from abroad or select our products from market leading companies such as Rentokil, STV, Proctor Pest Control and Rat-X. The reason behind buying quality is simple: we have found these products to be the most effective and therefore far more efficient. Pests can cause millions of pounds of damage and finding the right products is essential to being successful at ridding such problems.