



# CUSTOMER FREE SERVICE PERIOD TERMS AND CONDITIONS

## NOMINATED PESTS AND TERMITES

- A. ALL SERVICES CARRIED OUT BY CAIRNS PEST CONTROL OR CAIRNS TERMITE SPECIALISTS MUST BE PAID FOR ON COMPLETION.
- B. CAIRNS PEST CONTROL & CAIRNS TERMITE SPECIALISTS RESERVE THE RIGHT TO CHARGE ANY FEES RELATING TO BANK CHARGES, CREDIT CARDS & 5% INTEREST ON LATE PAYMENT.
- C. No Free Service Period will be honoured until all monies have been paid except where conditions of payment on completion have been modified.
- D. Free service period will be null and void if any interference is carried out to applied control services.
- E. Any Pest or Weed Control service carried out is to be recognised as control not eradication. All Services are to be understood that "All care and consideration is applied so as to result in a significant reduction in the pest/s covered".
- F. Mosquitoes are documented on other proposal and conditions documents. No Free Service Period applies. Nor is there any control on disease transmission.
- G. Term of Free Service Period is that which is indicated in the Free Service Period Section. (Number definition)
- H. Any pests or areas not indicated in the Pests Covered or Service Detail Sections are automatically excluded from any Free Service Period. Areas of service and pests related that are excluded from any Service or Free Service Period are stated in the exclusions sections.
- I. Any Timber Pests Inspections and any treatment services relating to Timber Pests are excluded from Free Service Periods. If a Free Service Period is given to treatment services, other conditions listed below also apply. (Conditions concerning your Subterranean Termite Treatment.)
- J. Timber Pest Inspections relating to the purchase of a property carry no warranties, guarantees or Free Service Period. Other legal limitations and conditions apply which are issued with the report.
- K. Client must make all areas that are to be treated clear and accessible. The Client must abide by advice and instructions on hygiene and property care. Failing to do so will result in No Free Service Period being issued, or any existing periods becoming null and void.
- L. A service fee will be charged if the Client is found to have breached conditions D or K.
- M. Any damage that may occur at any time during any Pest or Weed Control Services, including staining, marking or plant and animal death is the full responsibility of the Client.
- N. In regard to weed control the Client agrees to indemnify Cairns Pest Control against all costs relating to drift or any form of untargeted destruction of any growth.

### Important Conditions concerning your Subterranean Termite Treatment

- 1. If during the course of the treatment program it is found that structural or environmental conditions prevent us performing any section of the agreed Treatment program then the FREE Service Period or the cost of your investment may have to be reviewed. The prices advised overleaf are valid for 30 days, after that we reserve the right to make revisions.
- 2. **Warning.** Where drilling and or cutting is required through brick, concrete, timber or other surfaces no liability can be accepted should damage result to concealed services such as power, gas, water etc. You indemnify Us against any costs that may arise from such possible damages. **Clear and accurate plans should be provided by you before commencement.**
- 3. All monies are due and payable, upon invoice, at the commencement of the treatment program. All warranties are null and void unless payment has been received in full.
- 4. You will arrange for free access to the property. Any restrictions to access or delays in granting access may result in Us revising the investment required for treatment. You will provide 240v AC 15 amp power supply within 30 metres of any areas to be drilled.
- 5. This proposal only applies to the treatment and protection of the structure(s) as detailed in this proposal against attack by subterranean termites. It does not provide for protection against any other pest/s. In particular it does not include protection against "drywood termites", FAMILY: KALOTERMITIDAE.
- 6. Where a FREE Service Period has been provided then, upon notification by you, we will provide such remedial treatment(s) as may be required at no cost to you during the FREE Services Period. Any FREE Service Period is conditional upon you notifying us of any signs of termite infestation. Fences, gates, pergolas, and garden retaining walls are specifically excluded from the terms of any FREE Service Period. However, any signs of activity in these areas must always be reported to us. Cairns Pest Control and Cairns Termite Specialists reserve the right to charge a call out fee for any inspection or treatment requested by the Client.
- 7. **No responsibility is accepted, or warranty implied, for any timber damage that may occur as the result of past, current or future termite activity. Other conditions and limitations issued with reports and treatment proposals apply and are deemed to be part of this service agreement.**
- 8. It is imperative that you have regular, competent inspections by a licensed pest management firm (at least annually). Retreatment in the future will be essential to replenish the protective barrier. The length of protection provided by the control agents will depend upon various environmental factors.
- 9. You accept that this termite treatment program can be rendered ineffective due to you making building alterations, renovations, additions (including pergolas, awnings, verandahs, etc), introducing conducive materials, disturbing external gardens, pathways, etc adjacent to the areas protected and through establishing lawns &/or garden beds adjacent to the protected areas. (Such changes to the property are likely to breach the termite protection barrier.) Where such changes occur you must contact us for further treatment advice. You must be careful and take precautions to ensure that you do not in any way damage the soil barrier created.
- 10. With a concrete slab on ground home it is important that you ensure the edge of the slab remains exposed and is not covered up by garden materials eg soil, pine bark and similar. Also ensure that air vents or weep holes are never blocked.
- 11. Do not use untreated timbers for garden beds or retaining walls as they may attract termites.