

# Terms of Service for Auzzie Pest Control

## 1. Contact Information

- \* Phone: 0450 087 251
- \* Email: auzziepestcontrol@gmail.com
- \* Website: www.auzziepestcontrol.com
- \* ABN: 73 687 389 260

## 2. Service Area

Auzzie Pest Control provides pest control services in Queensland (QLD) and Perth, Western Australia.

## 3. Services Provided

Auzzie Pest Control offers a range of pest control services, including but not limited to:

- \* General pest treatments (e.g., spiders, ants, cockroaches, silverfish)
- \* Rodent control (mice and rats)
- \* Termite inspections and treatments
- \* Wasp and bee removal
- \* Bed bug treatments
- \* Flea treatments
- \* Possum deterrents/relocation (subject to local regulations and licensing)
- \* Pre-purchase pest inspections

Specific services and their scope will be detailed in a written quote or agreement provided to you.

## 4. Quotes and Pricing

4.1. All quotes provided by Auzzie Pest Control are valid for [e.g., 30 days] from the date of issue unless otherwise stated.

4.2. Quoted prices are based on the information provided by you and our assessment of the premises.

4.3. Any additional services requested or unforeseen circumstances requiring additional work not included in the original quote may incur extra charges, which will be discussed and agreed upon with you before commencement.

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4.4. All prices are in Australian Dollars (AUD) and are inclusive of GST where applicable.

### **5. Booking and Cancellations**

5.1. Bookings can be made via phone, email, or our website.

5.2. To confirm a booking, Auzzie Pest Control may require a deposit or full payment in advance for certain services.

5.3. Client-Initiated Cancellations:

\* Please provide at least [e.g., 24 hours] notice.

\* Cancellations with less than [e.g., 24 hours] notice may incur a cancellation fee.

\* No-shows incur a 100% service fee.

5.4. Auzzie Pest Control Initiated Cancellations:

\* We may cancel due to unforeseen circumstances and will notify you as soon as possible.

### **6. Payment Terms**

6.1. Payment is due upon completion unless otherwise agreed.

6.2. We accept payment via bank transfer, credit card, or cash.

6.3. Overdue accounts may incur interest at [e.g., 5%] per month.

6.4. You are responsible for any recovery costs incurred by Auzzie Pest Control.

### **7. Client Responsibilities and Preparation**

7.1. Provide accurate information about the pest issue and property.

7.2. Prepare the property as advised (e.g., clearing areas, removing pets).

7.3. Provide safe access to all treatment areas.

7.4. Inform us of previous treatments or warranties.

7.5. Ensure safety of pets and children during and after treatment.

### **8. Warranty and Re-treatment Policy**

8.1. Warranties cover re-treatment if pests reappear within the warranty period.

8.2. Warranty is subject to:

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- \* Following all post-treatment instructions.
- \* No new infestations or unsanitary conditions.
- \* No structural changes affecting treatment.

8.3. External re-infestation is not covered.

8.4. Termite warranties require inspections and compliance.

8.5. Requests for re-treatment must be made within the warranty period.

## 9. Safety and Products

9.1. We use professional-grade, registered pest control products.

9.2. Technicians are licensed and trained.

9.3. Follow all safety instructions, including re-entry times.

9.4. Some residual odour or temporary discolouration may occur.

9.5. We are not responsible for issues from failure to follow instructions.

## 10. Limitation of Liability

10.1. Liability is limited to the cost of services provided.

10.2. We are not liable for indirect or consequential damages.

10.3. Not liable for damage due to pre-existing conditions or external factors.

10.4. Rights under Australian Consumer Law are not excluded.

## 11. Privacy Policy

11.1. We handle personal information in accordance with our Privacy Policy ([www.auzziepestcontrol.com/privacy-policy](http://www.auzziepestcontrol.com/privacy-policy)).

11.2. Information is collected to provide services, process payments, and comply with laws.

11.3. We may share information with third parties to deliver services.

## 12. Intellectual Property

All intellectual property belongs to Auzzie Pest Control and may not be used without written consent.

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## 13. Governing Law and Jurisdiction

These Terms are governed by the laws of Queensland and the Commonwealth of Australia. Disputes are subject to the jurisdiction of Queensland and Perth courts.

## 14. Amendments to Terms

We may update these Terms at any time. Continued use of our services indicates acceptance of the revised Terms.

## 15. Severability

If any provision is invalid or unenforceable, the remaining provisions remain effective.

## 16. Entire Agreement

These Terms, along with any quote or agreement, form the entire agreement between you and Auzzie Pest Control.