



SERVICE TERMS AND CONDITIONS

- All services are based on a once off or contract basis.
- Guarantee periods range from between one to twelve months and are dependant on the type and nature of the service rendered.
- Services are carried out on either a two weekly, monthly, every six weeks (six weekly), two monthly or every twelve weeks (quarterly) period. Please note that service intervals are also based on the customers specific needs and requirements.
- All contracts are based over a 24 months period and are renewed annually in the anniversary month of the contract.
- During the contract period, the customer is guaranteed control of only the pests stated in the service agreement. Treatment of pests not covered in the service agreement will be charged accordingly.
- In the event of an outbreak, the necessary follow up treatments will be implemented to bring the said pest under control.
- Follow up treatments are done based on the discretion of the service technician.
- The use of space fumigants and tamperproof bait stations are not included in the cost of the service agreement unless otherwise specified.
- The first payment needs to be made on commencement of the service agreement and thereafter subsequent payments after every quarterly service unless otherwise specified.
- All once off service accounts need to be settled within a seven day period from date of invoice unless otherwise specified.
- Interest will be charged at ruling rates on all contract and once off accounts over thirty days from date of invoice.
- All contract amounts charged are subject to annual inflationary increases.
- Terminations must be forwarded in writing within three months prior to the renewal of contract.
- All quotation are valid for thirty days from date of issue.