



### **FREE SERVICE PERIOD WARRANTY**

#### **General Pest Management Treatments**

Multipest offers a free service period warranty on the following treatments:

- Cockroaches, Spiders, Ants and Silverfish – 12 months internal warranty only
  - Rodents – 3 months
  - Fleas – 1 month
  - German cockroaches – 1 month after follow up service is carried out
1. If during the course of the program it is found that structural or environmental conditions prevent us performing any sections of the Management Program then the FREE Service Period or the cost of your investment may have to be reviewed.
  2. Unless specific written arrangements have been provided the full contract price shall be due and payable and recoverable by Multipest on commencement of the initial treatment.
  3. Any FREE Service Period shall be null and void unless all monies due and payable to Multipest have been paid in full within the standard terms of business above.
  4. Where a FREE Service Period has been provided then, upon notification by you, we agree to provide you with any remedial treatment(s) as may be required to the nominated property, AT NO COST TO YOU. Any FREE Service Period is conditional upon you notifying us of signs of pest infestation.
  5. No responsibility is accepted, or warranty implied, for any damage or consequential losses that may occur as the result of past, current or future pest activity.
  6. The warranty only applies to the pest species named on the General Pest Management Treatment Advice Notice supplied upon completion of the initial treatment. The program does not provide protection against any other pest/s.

#### **Visual Termite Inspections**

No free service period warranty applies.

## **Chemical Termite Treatments and Exterra Termite Interception & Baiting Systems**

Multipest offers a free service period warranty, where applicable, as outlined in the Terms and Conditions of the Termite Proposal, Subterranean Termite Treatment Proposal or Exterra Termite Interception & Baiting System Agreement.

The following service periods apply:

- Complete Chemical Termite Treatments - 12 month warranty, renewable for up to 8 years, upon completion of annual Visual Termite Inspection by Multipest.
- Complete Exterra Termite Interception & Baiting Systems – 12 month warranty, renewable upon completion of annual System Renewal by Multipest.

Any free service period is void unless all monies due and payable to Multipest have been paid in full within our payment terms.

Any free service period warranty is conditional upon you notifying us of any signs of subterranean termite infestation. In the event of subterranean termites returning within the service period, upon notification by you, we will provide you with any remedial treatment(s) as may be required to the treated structures, at no cost to you, as detailed in the Proposal or Agreement.

Fences, gates, pergolas, and garden retaining walls are specifically excluded from the terms of any service period. However, any signs of activity in these areas or in any part of the property must always be reported to us within 7 days.

No responsibility is accepted, or warranty implied, for any timber damage that may occur as the result of past, current or future termite activity.

Multipest's free service period warranty is only applicable to works completed by Multipest.

Manufacturer's warranties may also be applicable. Please refer to the Manufactures Documentation for Terms & Conditions.