

Terms and Conditions:

1. **Service Agreement:** By engaging our Pest Control services, you ("the Customer") agree to the following terms and conditions outlined below. This agreement constitutes a binding contract between the Customer and Jitterbug Pest and Termite Solutions ("the Company").
2. **Scope of Services:** The Company agrees to provide professional Pest Control services to the Customer's premises as specified in the service agreement. The services may include inspection, identification, treatment, and prevention of pests as deemed necessary by the Company.
3. **Customer Responsibilities:** The Customer acknowledges and agrees to the following responsibilities: a. Providing accurate and complete information regarding the pest infestation and the premises to be treated. b. Granting the Company access to the premises at the scheduled time for inspection and treatment. c. Taking necessary precautions, such as removing personal belongings, food items, and pets, as advised by the Company before the treatment. d. Complying with any additional instructions or recommendations provided by the Company to ensure the effectiveness and safety of the pest control services.
4. **Service Limitations:** a. The Company will make reasonable efforts to eliminate pests; however, complete eradication cannot be guaranteed, as it depends on various factors beyond the Company's control. b. The Company will not be responsible for any damages or losses resulting from pre-existing conditions, hidden pests, or structural issues discovered during the course of the pest control services. c. The Company may refuse or discontinue services if the premises pose a safety risk to its employees or if the Customer fails to fulfil their responsibilities outlined in this agreement.
5. **Payment and Fees:** a. The Customer agrees to pay the Company's fees as specified in the service agreement or as otherwise agreed upon. Payment is due upon completion of the services unless otherwise specified. b. Any additional costs incurred due to unforeseen circumstances or additional services requested by the Customer will be communicated and agreed upon before implementation. c. In the event of non-payment, the Customer agrees to cover any collection or legal costs incurred by the Company.
6. **Warranty and Liability:** a. The Company provides a limited warranty for certain Pest Control services. If certain pests reappear within a specified period after the treatment, the Company will re-evaluate and, if necessary, reapply treatments at no additional cost, subject to the terms outlined in the service agreement. NOTE: The Treatment advice given at the time of your treatment will outline your warranty periods and conditions. b. The Company will not be held liable for any damage or loss resulting from the Customer's failure to comply with the Company's instructions, recommendations, or any damage caused by pests before, during, or after the service. c. The Customer acknowledges that certain pests, such as german cockroaches, bedbugs or termites, may require multiple treatments for complete eradication, and the Company will not be liable for any damages resulting from such circumstances.
7. **Confidentiality and Privacy:** a. The Company agrees to handle any personal information provided by the Customer in compliance with applicable privacy laws and will only use such information for the purpose of delivering the requested services. b. The Customer's personal

information will not be shared with third parties unless required by law or necessary for the provision of the services.

8. Termination: a. Either party may terminate this agreement with written notice if the other party fails to fulfil its obligations or breaches any terms and conditions outlined herein. b. The Customer understands that termination before the completion of a multi-service contract may result in additional charges as outlined in the service agreement.
9. Governing Law: This agreement shall be governed by and construed in accordance with the laws of NSW. Any disputes arising from this agreement shall be subject to the exclusive jurisdiction of the courts in NSW.
10. Entire Agreement: This document constitutes the entire agreement between the Customer and the Company and supersedes any prior discussions or agreements, whether written or oral, relating to the subject matter herein.

By engaging our Pest Control services, you acknowledge that you have read, understood, and agreed to these terms and conditions.