

TERMS & CONDITIONS of APPOINTMENT AND TREATMENT

ALLOCATED TIME AND DATE

Your appointment will be allocated for either an AM slot (between 8.30am & 12pm) or a PM slot (between 12pm & 5pm). We cannot specify times other than between these parameters. You can expect a call or text from one of our technicians pre-empting you that they will be due to arrive in or around 30 minutes. Any cancellation of appointments within 24 hours of the scheduled appointment time will be classed as an aborted visit and will be charged as part of your treatment, (in the case of a treatment already purchased), and/or, 20% of the full treatment, (in the case of a cancellation of an initial treatment). The follow up visit will be confirmed by an Anston Pest Control Technician and the customer before leaving site. If this appointment is to be rescheduled by either party, no less than 24 hours' notice prior to the scheduled date is required. Failure to provide adequate notice will incur charges and be deemed as one of the treatment visits.

PAYMENTS

A full invoice will be raised by an Anston Pest Control Ltd Technician whilst on site. This verified amount must be paid for on attendance and completion of initial visit. Payments can be made via our on van card readers, bank transfer (with proof of transaction) and or cash. If you are not on site a proforma invoice payment will be required before we attend. This can be made to our office via telephone on 07773453196, (office hours 9.30-3pm Monday, Tuesday, Thursday & Friday) or, via online transaction. Please note that our technicians do not carry change so if payment is made by cash please have the correct amount available. A full VAT invoice and receipt will be provided via email from our technician whilst on site.

EQUIPMENT

All equipment placed on site by an Anston Pest Control Ltd Technician, remains the property of Anston Pest Control Ltd and should not be disposed of in any case. Any Anston Pest Control Ltd on site equipment should not be tampered with, moved, relocated or disposed of by customers in ANY circumstances. Tampering with equipment can cause risk to non-target species and failed treatments. Anston Pest Control Ltd will not be held responsible for any damaged caused, or, failed treatments in such circumstances.

RODENTICIDE

Please be aware as a part of our treatment we use poisons that can cause potential harm to non-target species. Anston Pest Control Technicians will carry out an onsite Environmental Risk Assessment that can be requested at any time by our customers. All poisons and traps will be placed away from any potential intervention by non-target species. The technician will inform you as to the location of each and every piece of equipment situated on site. This will also be documented on your report, a document that you will be asked to read and sign to clarify your full understanding of the treatment and potential hazards involved. Anston Pest Control Ltd will not be held responsible for any accidental poisoning of any non-target due to the customers negligence.

INSECTICIDE

Please be aware, as a part of our treatment, we use Insecticide that can cause potential harm to non-target species. Anston Pest Control Technicians will carry out an onsite Environmental Risk Assessment, a copy of which can be requested at any time by our customers. Any insecticide application will be carried out in line with label and COSHH guidance. The technician will inform you as to the procedure and evacuation duration time which will also be documented on your report. On your report, a document that you will be asked to read and sign to clarify your full understanding of the

treatment and potential hazards involved all recommendations, will be clearly stated. Anston Pest Control Ltd will not be held responsible for any accidental poisoning of any non-target due to the customers negligence.

REPORTS

A full report will be left on site upon the completion of each and every visit. We will require a signature from site to ensure all procedures carried out by Anston Pest Control Ltd Technicians are fully understood. If we are unable to gain a signature whilst on site, the copy will be left at the address and it is the responsibility of the paying party to ensure they have read and understood the report. A copy can be forwarded on upon request.

Anston Pest Control reports contain important information such as;

- What product has been used
- Where the product has been applied
- The active ingredient contained within the product
- What procedure should be followed during and after the treatment
- Exclusion of what areas
- Recommendations for proofing works

Along with all the above all safety data sheets can be obtained by following the QR code below and/or the QR code or instructions on the reverse of the report sheet.

Deviation by the customer to the instructions and recommendations stated on any point of this report sheet can result in harm to non-target species and failed treatments. If any form of negligence is portrayed by the customer, this will not be the responsibility of Anston Pest Control Ltd.

UNDERSTANDING YOUR REPORT SHEETS

1. OBSERVATIONS

This section is the documentation of the technicians' findings whilst on site. There will be information as to what target species is present and or what has happened following a previous visit.

2. ACTIONS TAKEN

This is the documentation of any Rodenticide, traps and or Insecticide applied. How much and its location to ensure all parties are aware of the placement and activity of species.

3. RECOMMENDATIONS

This is the section as to when Anston Pest Control Ltd should return. What proofing measures should be implemented by the customer to help prevent future ingress from non-target species. Failure to follow recommendations can and will lead to a failed treatment or further ingress of pests into your property. Anston Pest Control Ltd holds no responsibility for a reoccurring issue if recommendations are not followed and carried out as instructed.

4. DATE

This is the agreed return date and time allocation (AM or PM), between the Anston Pest Control Ltd Technician and the customer/tenant.

5. REVERSE OF CUSTOMER COPY

This is where all information containing the product active ingredient and % can be located. Along with basic first aid instruction and a brief overview of treatment does and do not's

6. ENVIRONMENTAL RISK ASSESSMENT

This is a copy that stays with our technicians but can be shown to you upon your request. Your onsite information is key to helping our technicians fill this out and ensuring they are able to carry out their treatment safely and efficiently. Anston Pest Control Ltd will not be held responsible for any variants of this information due to customer negligence or misinformation.

DAMAGE TO PROPERTY

Anston Pest Control Ltd hold no responsibility for any accidental damages caused to property from routine works unless demonstrated, as a direct act of negligence on Anston Pest Control Ltd.'s behalf. Any deceased rodents can be collected if easily accessible upon the scheduled visit by an Anston Pest Control Ltd technician. Any unscheduled call out to remove deceased rodent bodies will be charged at our nominal current call out rate. Please be aware that sometimes rodents die in

inaccessible spaces, Anston Pest Control Ltd hold no responsibility for the removal of these bodies nor the works to expose them.

FAILED TREATMENTS

All directives stated on report sheets must be followed in order to achieve a successful treatment. Deviation from recommendations can and will cause the treatment to fail. If foul play is noted on the customers behalf Anston Pest Control Ltd have the right to charge for further treatments.

PROOFING WORKS

We cannot guarantee that the proofing of recommended ingress points will eliminate ingress completely. We can only guarantee that proofing recommended points will eliminate the risk of ingress via this point. The installation of rat flaps is done so upon the instruction of the customer. Once installed its function will be tested by the Anston Pest Control Ltd technician. Once deemed fit and functional the responsibility for its maintenance lands with the customer. Any blockages or malfunctions after sign off are not the responsibility of Anston Pest Control Ltd.