



ACES | pest control

|| Silver bullet guarantee

i Aim:

to guarantee the success of the treatment for the original pest

i Features

- (i) no time limits on the original pest
- (ii) no limits on treatments on the original pest
- (iii) no limits on call backs on the original pest

i Method

- (1) once the original pest has been controlled the silver bullet guarantee no longer applies
- (2) After an initial period as advised by ACES pest control, the customer needs to communicate to ACES pest control if the treatment has not worked. Example rodents, the customer to communicate with ACES pest control at 2 weeks that the rats are still there.

i EXCLUSIONS

- (i) the guarantee does not apply to add on services or extra materials
- (ii) the guarantee does not apply when there is open access to the sewers
- (iii) the guarantee does not apply to any fly treatment
- (iv) the guarantee does not apply to new pests arriving after the original pest has been controlled.
- (v) the guarantee does not apply to apartments/dwellings with adjoining corridors.

i Where the guarantee becomes void:

- (i) **rodent treatments.** (a) All food in the house or business must be in sealed plastic containers. Fruit on the ground from a tree needs to be picked and discarded. If the rodents have access to an alternate food source (s) the guarantee is void. (b) Where recommendations are made to reduce the access of rodents to the house or business are not implemented the guarantee is void. Example cutting trees back from roofline to a metre
- (ii) **fleas.** (a) Steam cleaning of floor surfaces or mopping with a bucket in the first four weeks voids the silver bullet guarantee (b) A four week delay in the guarantee becoming active from the date of application to allow the treatments to work.
- (iii) **bed bugs.** untreated infested items must be discarded off site otherwise the guarantee is void.
- (iv) **insect and spider:** treatments of a structure. Foliage needs to be trimmed to a 5cm gap from the structure otherwise the guarantee is void. Example interior exterior treatment of a house.
- (v) **German cockroaches.** Where the customer introduces new infested items post treatment the guarantee is void. Example customer brings in a fridge infested with German Cockroaches post treatment the guarantee is void.
- (vi) **Abusive behaviour.** if the customer is abusive to ACES pest control or it's employees the guarantee is void. If the customer makes false and or disparaging statements about ACES pest control and or its employees, the guarantee is void.

i Call backs where the treatment has worked:

- (i) following a call back and ACES pest control finds the original treatment was successful will attract a call out fee of \$80+ GST. Example call back for ants and ACES pest control finds no ants upon inspection.