



OPTIMUM PEST CONTROL - 100% MONEY BACK GUARANTEE

GENERAL PEST CONTROL SERVICES ONLY - (does not include any termite work).

All pests have different behavioural characteristics, all houses are built differently, and all residents live different lifestyles. Therefore, in some properties, whilst we have initially carried out a very thorough treatment, using the very best products available, it can sometimes be difficult on the first visit to narrow down all pest issues that are occurring in your home. It is possible we may need to come back to your home for 1-2 service calls before we can get to the heart of a specific pest issue, depending on where in your home the issues are, e.g. inside walls between rooms, etc. That is why we have our free service warranty period.

Optimum Pest Control offers excellent service warranties and guarantees. If you are not satisfied with our pest control service, within the guarantee period, we will refund 100% of your money.

The client must follow all the Optimum Pest Control recommendations specified at the time of the initial service, and following any free service call(s), to be eligible for the money-back guarantee. This includes allowing our technicians to attend to up to 3 free service calls to your property to attend to any continual pest issue you may be having, before the money-back guarantee option comes into effect.

Once our pest control technician has completed the job he will provide you with an information sheet with Optimum Pest Control instructions and recommendations which you must follow to be eligible for the 100% Money-Back Guarantee.

Because all pests have different behavioural characteristics, and all houses are built differently - the guarantee period will vary depending on the specific pest involved.

Please call our Optimum office on (07) 5520 7171 to ask for Karen – she will discuss these issues with you and give you the guarantee period for the specific pest that you are having problems with.

**Thank you.
The Optimum Team**



PASSIONATE ABOUT SERVICE

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FULLY LICENCED & INSURED QBCC 1252837 ABN 634 13 13 13 04



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INSIDE pests only	<p><u>100% Moneyback Guarantee period</u></p> <p>RULES: We must be allowed to come back to the property <u>THREE times following</u> the initial service. This includes TWO free service calls to attempt to fix the pests issues. On the THIRD visit the technician must view the particular issue in person before a claim can be made for the 100% moneyback guarantee.</p>
Cockroaches	6 months following initial treatment
Ants	6 months following initial treatment
Silverfish	6 months following initial treatment
Spiders	<p>No warranty on inside spiders</p> <p>Outside spiders – 6 months following initial treatment</p>
Rats/Mice	3 months following initial treatment
Fleas	3 months following initial treatment
Bees/Wasps	

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