

## **GENERAL TERMS AND CONDITIONS**

1. PCI PEST CONTROL PRIVATE LIMITED is hereinafter called PCIPCPL.
2. PCIPCPL does not give any express or implied warranty or assurance on elimination of Pests. In the event of reoccurrence of pests, during the period of this Order cum Contract, PCIPCPL shall be obliged to carry out necessary pest management services without incurring any liability or obligation for any inconvenience, loss, injury or damage that may be caused to the customer or any occupant of, or visitor to, the premises or to any property of any such persons.
3. PCIPCPL shall not be liable for any loss, injury or damage that may be caused to the customer or any occupant of, or visitor to, the premises or to any property of any such persons by reasons of or as a consequence of the pest management services carried out by PCIPCPL pursuant to this order-cum-contract.
4. As customer you are willing to receive communication from PCIPCPL in the form of email, calls and SMS.
5. Customer undertakes to make available self and/or representative at all times while the treatment is being carried out and to remove and shift necessary articles as the need may be.
6. Mode of Payment:
  - a) Payment through Debit Card, Credit Card and NEFT mode only. Online Payments will be done via Bill Desk Payment Gateway and can be done at the Book Now link on the Service Selection page.
  - b) By any reason if the transaction fails and the amount is deducted from your account or debit/ credit card, we request you to wait for three (3) working days for PCIPCPL to claim the amount. If PCIPCPL claims the amount within three (3) days, your bill payment is considered successful.
  - c) In case of payment failure, refunds initiated will be credited to the account/card from where the transaction has been initiated.
7. Full payment for all services provided to Customer by PCIPCPL is required in advance. If Customer fails to pay when due any amounts that are charged to customer in accordance with this order-cum-contract, PCIPCPL will suspend / cease provision of services to the Customer. PCIPCPL will not be liable for any issues arising in connection with the suspension or cessation of services and Customer will remain liable for all outstanding amounts.
8. GST/other statutory levies, if applicable, would be charged separately and payable by the Customer.
9. These general terms & conditions are in respect of premises treated and is not transferrable in respect of any other premises or applicable to any extensions / additions or alterations in the original premises.
10. The customer is responsible for and required to keep all plastic, silverware, antiques, precious artefacts, electronic gadgets and any other breakable/valuable articles in safe custody.
11. The Customer accepts to avail of the pest management services as per schedule/s agreed at the time of entering into the contract. To manage emergencies, service delivery date may be changed by customer of PCIPCPL. The customer should avail the service within 30 days of

the original scheduled date and/or within the existing contract period, failing which the service will be considered as lapsed and for any subsequent service performed in lieu of such lapsed service, PCIPCPL reserves the right to change separately for such extra services performed.

12. Pesticides being used during some services may have strong odour and could linger for 2-3 days; persons who are aged, patients, allergic or with respiratory disorders and, pets MUST be kept away from the treatment premises for at least 2-3 days.
13. GoldSeal Service : Covers Cockroaches and Ants. The customer is required to ensure gel spots are not wiped off and cockroach traps ('Catch a roach' and 'Exoroach') are not moved from their positions or damaged.
14. Termiseal Service: covers subterranean termites (white ants) only. Keep windows open for ventilation during and after the treatment. All moveable furniture, carpets should be moved by the customer minimum 3 feet away from the walls before the service. Customers should provide information on location of concealed electrical wiring, conduits, telephone, cable and concealed plumbing pipes. The customer could arrange for electrician, plumber and carpenter if need be at their cost during treatment. Customer agrees to get all areas and premises / all units in the premises treated, without which PCIPCPL will not be able to issue service warranty as the case may be.
15. PCIPCPL will not be responsible for failure of Service or any damage caused as a consequence thereof in the event the instructions given herein are not followed or treated areas are disturbed, washed, painted or unrooted, or a subsequent treatment is conducted through any other service provider.
16. PCIPCPL shall be relieved of all obligations whatsoever in the event of force majeure or act of God or other events that are unforeseeable and/or beyond its control preventing prompt or part or total fulfillment of such obligations. It is however agreed that in such an event the Customer shall immediately make payment towards all payments in arrears.
17. No amendment, supplement, modification or clarification to this Agreement shall be valid or binding unless duly executed in writing by PCIPCPL and the Customer.
18. Notwithstanding anything contained herein, PCIPCPL shall not be liable for any indirect, incidental, consequential or any such losses or damages arising out of or in connection with the Services under this Agreement. In any event, the total liability (if any) of PCIPCPL shall not, regardless of the form of action, whether in Agreement or tort or otherwise, exceed the amount of yearly charges actually paid by the Customer under Agreement.
19. PCIPCPL reserves the right to increase the price of services on the first anniversary of this agreement or at any other time by giving 3 (three) month's notice of such increase in writing and the same shall be binding on the Client. The increase would be reflective of the inflationary environment and general price conditions/increase in service/wage costs and such increases are expected to be 10% per annum. taxes would be applicable as per prevalent tax laws.

**20. ADDITIONAL TERMS & CONDITIONS – APPLICABLE ONLY FOR DISINFECTION/ STERIFUME SERVICES**

- i) The Disinfection Services carried out by us is Precautionary Disinfection Service, based on the Site Risk Assessment questions answered by the you.
- ii) We carry out service at premises which do not have suspect, quarantine or active covid-19 infection places. You are required to reveal information truthfully.
- iii) Fees are payable on booking of the Job i.e. payment should be done in advance only.
- iv) These additional terms & Conditions forms part of the agreement.

**21. SPECIAL TERMS AND CONDITIONS – APPLICABLE ONLY FOR EMERGENCY DISINFECTION SERVICES:**

- i) The Specialist Disinfection Service (SDS) is activated when you (“Customer”) contact the 24 Hour Reactive Helpdesk on 1800 212 2125 and request a quotation.
- ii) If a response is required for a live outbreak (less than 72 hours) a callout will be booked (“Callout”). INR 10,000 (Rupees Ten Thousand only) Callout Fee must be paid in advance of the Callout and is redeemable against Fees for Services carried out as a result of the Callout. At the Callout the RPCI surveyor will carry out a survey; producing a risk assessment and quotation for carrying out the Job (“Report”). If the Customer wishes to proceed with the Services set out in the Report, the Job will commence immediately. A copy of the Report will be provided to the Customer when the Job is completed.
- iii) The Disinfection Services carried out by us is a Specialist Disinfection Service, based on the Site Risk Assessment questions answered by you.
- iv) These Special Terms and the Report form part of the agreement.
- v) RPCI at its sole discretion has the right to refuse the service of a covid infected premises as per the Company SHE guidelines.
- vi) Fees are payable on booking of the Job i.e. payment should be done in advance only.
- vii) These additional terms & Conditions form part of the agreement.

22. This Agreement is subject to the Anti Bribery regulations and Code of Conduct as set forth at [www.rentokil-initial.com](http://www.rentokil-initial.com).