

RID Warranties – *We'll get RID of 'em!*

RID Pest Control provides a warranty against many of our services.

Our warranties are offered in addition to the statutory rights and remedies that may be available to you under Australian Consumer Law.

Your invoice / service report will detail the warranty period provided for the services provided or the pests treated.

What is the RID warranty?

The RID warranty is essentially a FREE SERVICE PERIOD where we will provide remedial retreatment to the initially treated property AT NO FURTHER COST TO YOU. It's our guarantee to you that we'll get RID of them!

Your technician will explain the warranty to you and reasonable expectations and any limitations to the warranty based upon the specifics of your site / property. Warranties given expressly on the service report or invoice can vary from site to site and property to property and are not assured to be pest specific.

For example: We warrant spider treatments for a period of 6 months in typical circumstances, however, there may be structural, design or environmental limitations that mean we can only offer a lesser warranty of say, 3 months. The effectiveness of the treatment applied is assessed by the technician and a reasonable warranty will be provided to you after consideration of any factors deemed to inhibit the effectiveness of our treatment.

The warranty provided commences from the date of the service performed.

Any guarantee or warranty made by RID Pest Control shall not apply unless the customer has paid all monies owing for the services provided by us.

How a warranty claim works

After RID has treated a specific pest problem around your home and you continue to experience an issue with the targeted pests simply contact RID Pest Control by phone or email and we'll schedule an appointment for us to reattend and retreat the pests until they're gone.

Some pests we require time for the treatment to be effective and therefore we may not provide a retreatment until a certain amount of time has passed. This is often because of the professional and specific nature of the products used and the fact that they may take some time to bring an infestation under control.

For example: Spider treatments – we won't retreat unless 5 weeks has passed since treatment. This is because we need to allow the residual effects of the products to start working. For Rodents, we guarantee to get RID of them, and require a minimum 2 weeks before a retreatment to allow sufficient time for bait uptake and control.

Retreatments do not extend the warranty beyond the original warranty offered.

While we understand that the common expectation is that once we're left there will be no more pests, our professional training, experience and knowledge assist us in knowing that this will not always be the case. We will aim to provide some initial advice and basic education specific to your pest problem at the conclusion of your treatment but it is important to understand that we know each and every pest we treat very well. We know what you should expect and we stand behind our reputation every time so if we think it needs retreating we'll certainly retreat it!

For general pest and spider treatments areas such as sheds, fences, play equipment and other fully weather exposed areas are not covered by our warranty. Internal areas and well sheltered external areas that aren't subject to environmental degradation as assessed by our technicians are fully warranted.