

# **REFUNDS AND RETURNS POLICY**

## **POLICY STATEMENT:**

Rockypest Pty Ltd acknowledges our customers rights to a repair, compensation or refund, if the services you received are not right. We reserve our legal right to which remedy we offer to rectify your problem. This policy applies to the use of this website, including booking of any of our services via the site. In using this site, you agree to be bound by this and other policies or you must refrain from using this site.

## **COVERAGE OF TREATMENTS**

We guarantee your premises will be free of the service you have purchased for the covered pest(s) infestation for a period of 90 days after we have completed your spray.

This does not mean you will never see another pest, but it does mean that the thoroughness of our service, combined with your efforts to maintain the highest standards of housekeeping, will not allow an infestation to redevelop during that timeframe.

## **TERMITE PEST INSPECTIONS**

**Please refer to our Terms for Timber Pest Inspection Agreement**

## **SERVICE CANCELLATIONS**

Provided that cancellation of services via our online booking forms is made greater than 24 hours in advance we will refund you the total amount of your service order. Cancellations made less than 24 hours from the booked time will incur a \$55.00 administrative charge which will be deducted from the total amount of your service order.

## **REFUND AMOUNT & PROCESSING TIME**

Please allow 5 business days from the time we receive your return to process your refund. We will issue your refund back to the credit card you used at the time of purchase. If we have your email address on file, we will send you an email confirmation when we receive your return and when we refund your order.

## **REFERENCES**

Division 1 of Part 3-2, Australian Consumer Law, Australian Securities and Investments Commission Act 2001 (Cth) (ASIC Act)