



Book No.: _____

Date : _____ N/R

Code No. _____

To, _____

Contact : _____

From, Name : _____

Billing Address : _____

_____ Pin : _____

Mobile : _____

E mail : _____

Tel.: Off. _____ Resi. _____

With reference to the discussion with your representative, we are pleased to place our order-com-contract on you for Pest Solution Service as per the following particulars and on the terms and conditions mentioned overleaf.

A) TYPE OF SERVICES : ✓ **TERM** **FREQUENCY OF SERVICE**

Cockroach & Ant Service				DATE
Termite Solution Service				
Rodent Solution Service				
Bed Bugs Solution Service				
Wood Borer Solution Service				TIME
Snake Pro Solution Service				
Bird Net Solution Service				
Others				

B) PREMISES TO BE TREATED ✓

Residence	Address : (For Service) _____
Office	
Shop	
Godown	
Others	
Contact Person : _____	
Mobile : _____	

C) AREA OF PREMISES TO BE TREATED

BASEMENT	FLOOR	FLOOR	FLOOR	
Sq.Ft.	Sq.Ft.	Sq.Ft.	Sq.Ft.	Sq.Ft.

D) CONTRACT PERIOD _____

E) TERMS OF PAYMENT (✓ HERE)

CHEQUE **CASH** **NET BANKING** **G PAY**

BANK NAME _____

BRANCH _____ **DATE** _____ **IFSC CODE** _____

F) BILLING INSTRUCTIONS _____

G) SERVICE CHARGES : We hereby agree to pay your charges of Rs. _____ (Rupees _____ only) & Service Tax whatever applicable for this contract prior to commencement of the initial treatment, for solution of pests as specified herein and/ or in the schedule to the extent necessary to reasonably free the said premises from their presence. I/We have understood your contract terms and requirements for the treatment, **as mentioned overleaf.**

Yours truly,

(Please sign and return a copy of this Order-Cum-Contract in acceptance)

We accept the Order-Cum-Contract with Thanks.

For, **Nature Pest Services**

(Customer's Signature & Office Stamp)

PAN

TERMS AND CONDITIONS

1. **NATURE PEST SERVICES** is hereinafter called **NPS**.
2. **NPS** 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, **NPS** shall be obliged to carry out necessary pest solution 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. **NPS** 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 reason of or as a consequence of the pest solution services carried out by **NPS** pursuant to this Order-Cum-Contract.
4. As customer you are willing to receive communication from **NPS** 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 : Cheque or Cash payment is accepted. All cheque payments to be made in favour of "**Nature Pest Services**" only. The customer is liable to pay bank charges arising as a result of bounced cheque and the charges will be accepted in cash only.
7. **NPS** will reserve the right to suspend pest service operations if payments pertaining to invoices presented are outstanding for more than 30 days from the date of invoice.
8. This Order-Cum-Contract is in respect of premises treated and mentioned in this Order-Cum-Contract only and is not transferrable in respect of any other premises or applicable to any extensions/additions or alterations in the original premises.
9. 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.
10. The customer accepts to avail of the pest solution 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 or **NPS**. 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, **NPS** reserves the right to charge separately for such extra services performed.
11. 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.
12. GST/other statutory levies, if applicable, would be charged separately and payable by the customer.
13. All material(s) and equipment kept by **NPS** in customer's premises for carrying out/during service, shall remain the sole property of **NPS** and the customer has no right over it/them whatsoever.
14. In the event Order-Cum-Contract is cancelled by either party or upon expiry, **NPS** will take back all their equipments and other property such as Rodent –bait–n–board box units, etc from customer's premises.
15. Cockroach and Ant 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.
16. Termite Solution Service : Closets should be left open and garments covered. Fans and ACs should be switched off and windows and ventilators closed. The premises should be vacant for 3 hours after treatment. Do not wash shelves, floors etc. on the first day after treatment, instead wipe with dry cloth. The fish tank/s, if any should be suitably covered and air pump to be switched off prior to commencement of service.
17. Rodent Solution Service : covers Rats, Mice and Bandicoots only (shrew not included). The customer is required to ensure Rodent bait n board box units / Trubble-Gum traps are not disturbed from their original positions and waste is not thrown in or on them. No material should be loaded / placed on the Rodent –bait–n–board box. Keep children and pets away from the traps. Missing Rodent –bait–n–board box units shall be billed to customer.
18. Termite 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 cables and concealed plumbing pipes. The customer should arrange for electrician, plumber and carpenter if need be at their cost during treatment. Customer agrees to get all areas of premises / all units in the premises treated, without which **NPS** will not be able to issue service warranty as the case may be.
19. Bed Bug Service : The customer will arrange to remove items from wardrobes, items mounted on walls, e.g. photo frames, mirrors, lights, electrical switch box covers, linen from bed and empty the contents from bed-box. Carpets if attached should be loosened from ends. Items/Furniture should not be taken out of the room. After service **NPS** will not be responsible for re-fittings and placing articles removed from the walls. The customer agrees to provide electricity, water and ladder free of cost. Ensure the prescribed schedules of subsequent services are not postponed which otherwise may adversely affect the efficacy of treatment. The fish tank/s, if any should be suitably covered and air pump to be switched off prior to commencement of service. Customer agrees to avail of the service for the entire premise under contract & not in parts with staggered visits.
20. Wood Borer Service : Customer shall provide easy access to all affected areas where powder is visible. Customer should not remove the powder falling on the floor from the affected area before treatment. The treated spots may be marked with ink/marker. The customer agrees to provide ladder or stool as needed, free of cost to treat the upper areas. Heavily infested parts of wood may need to be disposed of.
21. **NPS** 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.
22. **NPS** 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.
23. **NPS** shall have the right to terminate this Agreement at any time by giving 15 (fifteen) days' advance notice. Such termination by **NPS** shall be without any liability on **NPS**. It is, however, clarified that immediately upon receipt of notice of termination from **NPS**, the Customer shall settle all outstanding invoices along with applicable interest as per the terms of this Agreement. In the event the Customer intends to terminate the Agreement, the Customer shall intimate **NPS** three month in advance, and shall immediately settle all arrears in payment along with applicable interest, taxes etc. It is agreed that any advance payment made by the Customer shall not be reimbursed in the event of termination by the Customer.
24. No amendment, supplement, modification or clarification to this Agreement shall be valid or binding unless duly executed in writing by **NPS** and the Customer.
25. Notwithstanding anything contained herein, **NPS** 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 **NPS** 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.
26. **NPS** 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) months' 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.
27. This Agreement is subject to the Anti Bribery Regulations and Code of Conduct as set forth at www.naturepest-services.com