

McKenzie's Pest Control

Service Terms, Conditions & Limited Warranty Guide

Residential and small business pest management services

This document is designed as a practical customer-facing terms, conditions and limited warranty guide for residential and small business pest and wildlife-related services.

Any stated warranty is a limited service warranty only. It applies to the original target pest in the original treated area and is subject to site conditions, customer cooperation, product label requirements and reasonable limits on what the service can achieve.

1. Quick service-period guide

Service	Typical coverage / period	Notes
General pest (internal + external)	Up to 3 months	Common household crawling insects only in treated areas; excludes specialist pests unless separately listed.
Boundary / perimeter spray	Up to 3 months	External barrier treatment for common crawling pests around the structure; subject to weather, watering, washing, surface conditions and reinfestation pressure.
Ants	Up to 30 days	Original treated areas only; reinfestation from neighbouring or untreated areas excluded.
Common cockroaches	Up to 3 months	Applies to standard non-German cockroach jobs in treated areas only.
German cockroaches	Separate treatment program	No standard one-off warranty; baiting, monitoring and follow-up may be required.
Spiders	Up to 3 months	External exposure, weather and web rebuild activity may reduce performance.
Silverfish	Up to 3 months	Treated areas only; roof voids, wall voids or storage clutter may affect results.
Earwigs	Up to 3 months	Treated areas only; external harbourage and moisture may affect results.
Carpet beetles	Up to 3 months	Treated areas only; source reduction, vacuuming and follow-up may still be required.
Fleas	14-day review period	Not a standard long-term warranty; follow-up may be required after review.
Bed bugs	14-day review period	Not a standard long-term warranty;

Service	Typical coverage / period	Notes
		multi-visit program may be required.
Rats & mice	Management program only	No fixed warranty on one-off jobs; monitoring, baiting and proofing may be needed.
Wasps	Treated nest/site only	No warranty for new nests or new wasp activity after treatment.
Bees	No standard warranty	Service limited to the treated swarm/nest location where lawful and offered.
Mites	No standard warranty	Reduction-of-activity service only unless otherwise agreed in writing.
Moths	No standard warranty	Reduction-of-activity service only; untreated materials or external sources may cause recurrence.
Mosquitoes	No standard warranty	Reduction-of-activity service only due to breeding and reinfestation from surrounding areas.
Borer beetles	No standard warranty	Service limited to treated areas/materials only; further assessment may be required.
Possums	Proofing workmanship only	Applies to installed exclusion/proofing work only, not wildlife behaviour or new entry points outside the treated area.

The guide above is a practical starting point. Job-specific notes on the quotation, invoice or service report always control for that visit.

2. Scope of services

The Company provides pest management, exclusion, proofing or related services only for the target pest, treatment method and treatment areas listed on the quotation, work order, invoice or service report for that visit.

Unless expressly stated in writing, service does not include adjoining land, neighbouring lots, common property, building repairs, rubbish removal, hygiene works, wildlife relocation, proofing beyond the booked scope, or ongoing monitoring beyond the booked service.

3. Definition of general pest treatment

General pest treatment means treatment for common household crawling insects only, such as common spiders, common cockroaches, ants, silverfish, crickets, earwigs and similar pests where listed on the job record.

General pest treatment does not include German cockroaches, fleas, bed bugs, rodents, termites, bees, wasps, moths, mosquitoes, bird mites, borer beetles, stored product pests, or any pest requiring specialised or follow-up treatment, unless specifically listed on the invoice or quotation.

4. Access, preparation and customer responsibilities

The customer must provide safe and reasonable access to treatment areas and must follow all pre-treatment and post-treatment instructions given by the Company.

The customer must disclose any relevant safety concerns, pets, fish tanks, children, known sensitivities, inaccessible areas, previous infestations and any places where product application should not occur.

Results may depend on customer cooperation, including cleaning, decluttering, laundering, vacuuming, mowing, moisture control, proofing, pet treatment and any other recommendations given by the technician.

5. Payment terms

Payment is due on completion of the service unless other trading terms are agreed in writing.

Any callback, review or limited warranty attendance may be withheld while the account remains unpaid.

6. Treatment limitations

Pest activity can be affected by weather, neighbouring properties, vegetation, sanitation, building condition, inaccessible harbourage, untreated voids, surrounding pest pressure and reintroduction from external sources.

No treatment can guarantee that a property will remain permanently pest free. The Company does not warrant against new infestations, re-entry from outside sources, or conditions outside its control.

All treatments are carried out in accordance with the product label, applicable law and normal industry practice.

7. Meaning of limited warranty, callback and review period

Any stated warranty is a limited service warranty only. It means the Company may return within the stated period to inspect and, where appropriate, retreat the original target pest in the original treated area.

A limited warranty, callback or review period is not a guarantee of complete eradication, is not a guarantee against future infestations, and does not create a right to a refund unless required by law.

All warranty periods run from the original treatment date and only apply where the account is paid, site conditions remain reasonably the same, and the customer has complied with all recommendations.

Any limited warranty, callback period or review period provided by the Company is in addition to, and does not exclude, restrict or modify, any rights or remedies the customer may have under the Australian Consumer Law or any other applicable law.

To request attendance under a stated warranty, callback or review period, the customer must notify the Company within that period after noticing continuing or recurring activity, provide reasonable details of the issue, and allow reasonable access for inspection and any further service.

Unless otherwise required by law, the remedy under a limited warranty, callback or review period is limited to a return inspection and, where the Company considers it appropriate, a further treatment or service to the original treated area only.

The quotation, invoice and service report form part of these terms and record the service type, target pest, areas treated, recommendations, exclusions and any special conditions applying to that visit.

8. Pest-specific conditions

Ant treatments carry a limited service warranty of up to 30 days only and apply to the original treated areas only. No warranty applies to reinfestation from neighbouring properties, gardens, pavers, retaining walls, drains, roof voids or other untreated external sources.

Flea treatments do not carry a standard long-term warranty. Instead, a review period of up to 14 days applies so the technician can assess whether activity remains significant after the initial treatment window. Some flea activity may continue for a period after treatment due to the flea life cycle and emergence from protected stages.

Bed bug services do not carry a standard long-term warranty and are generally managed under a review-based or multi-visit treatment program. Preparation, laundering, clutter reduction and follow-up attendance may be required.

German cockroach infestations are not covered under standard general pest service warranties and are treated under a separate management program. Multiple visits, monitoring, baiting and follow-up may be required depending on infestation level, hygiene, access and customer compliance.

Rodent services are management services only unless a written maintenance program states otherwise. New rodent entry, poor proofing, surrounding food sources and activity from neighbouring land are outside a one-off service warranty.

Wasp services are limited to the treated nest or treated location only. No warranty applies to new nests or new wasp activity after treatment.

Bee services do not carry a standard service warranty and are limited to the treated swarm or nest location where the service is lawful and offered.

Mite, moth and mosquito services are reduction-of-activity services only unless otherwise stated in writing. Because these pests can quickly return from untreated materials, wildlife, vegetation, breeding sites or surrounding areas, no standard service warranty applies.

Borer beetle services are limited to treated areas or treated materials only and do not carry a standard service warranty. Further assessment may be required depending on timber condition, accessibility and whether activity is current.

Possum services are generally limited to inspection, exclusion, basic proofing and minor repairs only, rather than a standard pest-control warranty. Major roof repairs, flashing work, structural repairs or trade-specific building works are not included and may require a qualified roof plumber, builder or other appropriate trade. Any stated coverage applies only to the minor proofing or repair work completed by us in the treated area and does not apply to wildlife behaviour or new entry points outside the completed work.

9. External perimeter and boundary services

An external boundary or perimeter spray is an outside-only treatment around the building and external pest entry points. It is designed to reduce pest pressure around the structure and is preventative in nature.

Because outside areas are exposed to weather, dust, watering, UV, washing, pressure cleaning, surface wear and reinfestation from surrounding areas, boundary or perimeter services may carry a limited service warranty of up to 3 months, but any coverage remains subject to environmental factors, site conditions and the exclusion clauses in this document unless otherwise stated in writing or under a written maintenance program.

10. Internal treatment areas and cupboard treatment

Internal treatment is generally directed to pest harbourage and travel areas such as skirting boards, cracks and crevices, around pipe penetrations, under sinks, and behind or under appliances where appropriate for the target pest and product label.

Cupboards, storage areas and similar enclosed spaces should only be treated where necessary for the infestation and where contents have been removed if required by the product label or technician instructions. Food-contact surfaces and items must not be contaminated.

11. Exclusions from warranty or callback attendance

A callback, review or warranty attendance may be refused or limited where the property has not been prepared correctly, the customer has not followed instructions, the infestation source has not been addressed, or access is unavailable.

Warranty does not apply to untreated areas, inaccessible voids, roof voids or subfloors not treated on the day, neighbouring properties, common property not included in the booking, or activity caused by building defects, moisture issues, food sources, clutter or poor sanitation.

Warranty is void where treated surfaces have been washed, painted, renovated, pressure cleaned, disturbed or otherwise altered in a way that affects product performance.

12. Health, safety and re-entry

The customer must follow all directions given by the technician regarding re-entry times, ventilation, management of children and pets, and any removal or covering of food items or utensils.

The Company will take reasonable care in the application of products but is not responsible for loss arising from failure to follow post-treatment instructions.

13. Australian Consumer Law

Nothing in these terms excludes, restricts or modifies any rights or remedies that cannot lawfully be excluded under the Australian Consumer Law or any other applicable law.

Where the law permits, the Company's liability for services is limited to supplying the services again or paying the cost of having the services supplied again.

14. Acceptance

By accepting a quotation, booking a service, or allowing work to proceed, the customer acknowledges and accepts these terms and conditions together with any job-specific notes recorded on the service report, quotation or invoice.

Appendix A. Website paragraph for each service page

The following wording is designed as a short paragraph you can place on each service page, with a link to your full warranty or terms page.

Boundary Spray

Our Boundary Spray service may include up to a 3-month limited service warranty for common crawling pests in treated external areas only. Because external treatments are affected by weather, watering, washing, surface conditions and reinfestation from neighbouring or untreated areas, coverage is always subject to environmental factors and site conditions. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Rats & Mice

Rats and mice services are provided as a management program rather than a standard one-off warranty service. Results depend on bait uptake, monitoring, proofing, sanitation and reinfestation risk, and additional visits may be required. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Fleas

Flea treatments do not carry a standard long-term warranty. Instead, a 14-day review period applies because flea activity can continue for a short time after treatment as protected stages emerge, and a follow-up treatment may be required depending on infestation level and site conditions. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Bedbugs

Bed bug services are provided with a 14-day review period rather than a standard long-term warranty, and multi-visit treatment may be required depending on infestation level, clutter, laundering and customer preparation. Bed bug control is highly condition-dependent and may require ongoing management. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Cockroaches

Standard cockroach services for common cockroaches may include up to a 3-month limited service warranty in treated areas only. German cockroaches are treated under a separate management program and do not carry a standard one-off warranty, as baiting, monitoring and follow-up may be required. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Ants

Ant treatments include up to a 30-day limited service warranty for the original target pest in the original treated areas only. Because ants can re-enter from neighbouring properties, gardens, pavers, retaining walls and other untreated sources, no warranty applies to reinfestation from outside the treated area. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Possums

Possum services are generally limited to inspection, exclusion, basic proofing and minor repairs only, rather than a standard pest-control warranty. Major roof repairs, flashing work, structural repairs or other trade-specific building works are not included and may require a qualified roof plumber, builder or other appropriate trade. Any stated coverage applies only to the minor proofing or repair work completed by us in the treated area and does not apply to wildlife behaviour or new entry points outside the completed work. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Carpet Beetles

Carpet beetle treatments may include up to a 3-month limited service warranty in treated areas only, subject to preparation, vacuuming and source reduction. Results can be affected by stored items, inaccessible harbourage and untreated sources, and additional work may be recommended where activity persists. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Wasps

Wasp services are limited to the treated nest or treated location only and do not include a general 30-day warranty for all future wasp activity. New nests or fresh wasp activity after treatment are treated as new infestations unless otherwise agreed in writing. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Bees

Bee services do not carry a standard service warranty and are limited to the treated swarm or nest location where the service is lawful and offered. New bee activity, swarms or nests after treatment are treated as new infestations unless otherwise agreed in writing. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Spiders

Spider treatments may include up to a 3-month limited service warranty in treated areas only, subject to weather exposure, surface condition and normal rebuilding of webs. External activity can be affected by reinfestation and surrounding environmental conditions. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Silverfish

Silverfish treatments may include up to a 3-month limited service warranty in treated areas only. Results can be affected by moisture, storage conditions, clutter, untreated voids and inaccessible harbourage. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Earwigs

Earwig treatments may include up to a 3-month limited service warranty in treated areas only, subject to site conditions, moisture and reinfestation pressure from external harbourage. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Borer Beetles

Borer beetle services do not carry a standard service warranty and are limited to the treated areas or materials only. Activity in timber can require further assessment, and outcomes depend on timber condition, accessibility and whether the activity is current. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Mites

Mite treatments are provided as a reduction-of-activity service and do not carry a standard service warranty unless otherwise stated in writing. Results can be affected by source identification, surrounding conditions, wildlife, birds, pets and untreated harbourage. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Moths

Moth treatments are intended to reduce activity in treated areas only and do not carry a standard service warranty unless otherwise stated in writing. Reinfestation may occur from untreated materials, roof voids, wardrobes, carpets, stored goods or external sources. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.

Mosquitoes

Mosquito treatments are provided as a reduction-of-activity service only and do not carry a standard service warranty. Mosquito numbers can quickly change due to breeding sites, weather, vegetation and reinfestation from surrounding areas. Please see our full Service Terms, Conditions & Limited Warranty Guide for complete details and exclusions.