

Terms of Service – Pest Core Solutions

Effective Date: March 23, 2026

1. Acceptance of Terms

By booking, paying for, or receiving any services from Pest Core Solutions Inc. ("we," "us," "our," or "Pest Core Solutions"), you ("you," "customer," or "client") agree to be bound by these Terms of Service ("Terms"). If you do not agree, do not use our services.

2. Services Provided

We provide pest control and related services, including but not limited to:

- Inspection and identification of pests
- Treatment for insects, rodents, and other pests (interior/exterior)
- Preventive maintenance plans / protection plans
- One-time treatments
- Commercial pest management programs

Services are performed using licensed technicians and approved products in accordance with applicable provincial and federal regulations.

3. Appointments and Scheduling

- Services are provided by appointment only.
- Appointment times are approximate and provided as a convenience. While we strive to arrive within the scheduled window, exact arrival times cannot be guaranteed due to variables such as traffic, weather, or the complexity of prior services.
- Cancellations or rescheduling with less than 48 hours' notice may incur a fee of up to \$95 CAD.
- If we cannot access the property at the scheduled time (locked premises, no answer, unsafe conditions), a missed appointment fee may apply.

4. Payment

- Payment is due at the time of service unless other arrangements are made.
- Accepted methods: cash, debit, credit card, e-transfer (as specified).
- Late payments may incur interest at 2% per month (24% annually) and/or suspension of services.
- All prices are in Canadian dollars (CAD) and subject to applicable taxes (HST).

5. Warranties and Guarantees

- We warrant that services will be performed in a professional, workmanlike manner using approved methods and products.
- Certain treatment plans include limited re-treatment guarantees (e.g., 30–90 days or 6–12 months) and will be outlined on your invoice.
- Certain pests in certain situations cannot be completely eliminated due to environmental factors, pest biology, neighboring properties, or other variables beyond our control. In these cases our goal is to gain a high level of control and prevent further infestation.

6. Limitation of Liability

To the maximum extent permitted by law:

- Our total liability for any claim arising from services shall not exceed the amount paid by you for the specific service giving rise to the claim.
- We are not liable for indirect, consequential, incidental, punitive, or special damages (including loss of use, profits, or property damage).
- You assume responsibility for preparing the property (moving items, covering food/aquariums, pet safety, etc.) as advised. We are not liable for damage to plants, fish, pets, or sensitive items if instructions were provided and not followed.

7. Customer Responsibilities

You agree to:

- Provide safe, unobstructed access to all areas requiring treatment.
- Inform us of any known hazards (chemical sensitivities, pets, children, health conditions).
- Follow post-treatment instructions (ventilation, re-entry times, cleaning restrictions).
- Not interfere with or apply unauthorized treatments that may reduce effectiveness.

8. Safety and Pesticide Use

- We use only Health Canada–approved pest control products applied by licensed technicians.
- Re-entry and safety intervals will be communicated.
- You must comply with all warnings and instructions to avoid exposure risks.

9. Termination and Cancellation of Plans

- No refunds for partial periods unless otherwise stated.
- We may suspend or terminate services for non-payment, unsafe conditions, or breach of these Terms.

10. Privacy

We collect personal information (name, address, contact details, service history) solely to provide and manage services. We do not sell your information. See our separate Privacy Policy for details.

11. Force Majeure

We are not liable for delays or failure to perform due to events beyond our reasonable control (weather, government orders, natural disasters, supply shortages, etc.).

12. Governing Law

These Terms are governed by the laws of the Province of Ontario and the federal laws of Canada applicable therein. Any disputes shall be resolved in the courts of Ontario.

13. Changes to Terms

We may update these Terms from time to time. Continued use of services after changes constitutes acceptance of the updated Terms.

14. Entire Agreement

These Terms (together with any specific service agreement, quote, or plan details) constitute the entire agreement between you and Pest Core Solutions.

Contact Us

Pest Core Solutions Inc.

[Insert Address, e.g., Belleville, ON]

Phone: 613-743-BUGS (2847)

Email: pestcoresolutions@gmail.com

Website: www.pestcoresolutions.com

By receiving services, you acknowledge that you have read, understood, and agree to these Terms.

