

Tom's Pest Control Service Report

Tom's Pest Control Pty Ltd
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PEST CONTROL TRADER AND OPERATOR DETAILS

TECHNICIAN NAME

MEL - Wayne - Langwarrin (E)

SIGNATURE

LICENCE NUMBER

L010726

DATE

13/04/2026

JOB DETAILS

DATE

13/04/2026

JOB START and FINISH TIME

8.30 - 9.15

Job Number

9.15

CLIENT NAME

Song Nguyen

TELEPHONE

0412 850 302

ADDRESS OF TREATMENT

16 Sara Grove, Tottenham VIC 3012

PEST(S) TREATED

Commercial Pest Control treatment
for Rodents
for Flying pests

AREA(S) TREATED

External (full), Internal (full)

SPECIFIC PRECAUTIONS / NOTES

Inspected premises.
No internal baits taken, all external baits replaced with gen 1. Low rodent activity externally.
Low flying insect activity.
Recommend removal of pallets etc stored against factory.
Some mould has been removed but still present in corners of walls, heavy mould outside staff room and toilets. (must be rectified immediately).

PESTICIDE DETAILS

PRODUCT NAME	WARRANTY PERIOD	APPLICATION METHOD	BATCH NUMBER	AMOUNT USED	DILUTION RATE
Couma	None	Bait	2-111	30	

RE-ENTRY PERIOD

None

JOB VALUE

\$289.00

WEATHER CONDITIONS (applicable for external treatment only)

Please note that occasional sightings do not warrant a service call. Unwarranted service calls may incur a call out fee.

Please ensure you have waited the required timeframe for the treatment to take effect and that all relevant recommended housekeeping actions listed below have been carried out prior to arranging a service call.

- General tidy up of yard area, weed and trim back vegetation and remove any rubbish or debris (if external treatment required)*
- Trim back vegetation from outside walls, eaves, and gutters (if external treatment required).*
- Wash and flea treat all cats, dogs, and bedding materials (if you have pets).*
- General tidy up of kitchen area and home to keep free of foodstuffs.*
- Empty out and clean any affected cupboards and drawers (please leave empty).*
- Clean underneath your microwave, fridge, and stove (where applicable).*

Terms and Conditions

Summary of Terms and Conditions

Thank you for choosing Tom's Pest Control Pty Ltd.

By booking or receiving our services, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

Full Terms (Effective 1 July 2025) are available at www.tomspestcontrol.com.au/terms or upon request.

1. YOUR CONTRACT WITH THE PROVIDER

A contract forms when you book, accept a quotation, or allow the service to proceed.

All technicians are licensed, insured, and operate under Tom's Pest Control's direction in accordance with State Codes of Practice and APVMA guidelines.

2. PROVIDING SERVICES

Services are performed as described in your booking confirmation and Service Report.

Delays caused by weather, access issues, or events beyond our control are not our responsibility.

Photographs may be taken for quality assurance and warranty purposes.

Scope of Services

Services are limited to the pest species and treatment areas expressly listed in the Service Report or booking confirmation. No guarantee is given for the control or eradication of pests not specifically identified or treated as part of the service.

Limitation of Responsibility

Pest control treatments are intended to manage and reduce pest activity and cannot guarantee complete eradication in all circumstances. To the extent permitted by law, Tom's Pest Control's liability is limited to re-performance of the service or the cost of the original service.

3. SERVICE CALL PERIOD / WARRANTY

Treatments aim to reduce pest activity; **occasional sightings are normal** while products take effect.

Please allow **14 days** before requesting a service call.

Requests for return service made before the required waiting period has elapsed may be considered premature and may incur a call-out fee.

Unnecessary or premature call-outs may incur a fee.

Free re-treatment (if deemed necessary by your technician) applies only if:

- Reinfestation occurs within the warranty period and is reported immediately;
- All areas were accessible during service;
- Technician instructions and housekeeping advice were followed;
- Customers may be required to provide supporting evidence (such as photographs) to assist in assessing warranty service call requests;
- Full payment was received on the service date.
- Failure to meet these conditions may void the warranty or incur charges.

Pest control treatments are intended to manage and reduce pest activity. Occasional sightings are normal while products take effect and do not automatically warrant a return service.

4. YOUR OBLIGATIONS / HOUSEKEEPING

To help ensure the effectiveness of your treatment:

- Yard Areas: Tidy up outdoor spaces, remove rubbish and debris, and trim back vegetation from walls, gutters, and eaves (for external treatments).
- Pets: Wash and flea-treat all cats, dogs, and pet bedding before and after treatment.
- Kitchen and Indoors: Keep areas clean and free of food waste; empty and clean cupboards or drawers as directed.
- Appliances: Clean beneath microwaves, fridges, and stoves where possible.
- Access: Provide safe access, power, and water where required.
- Health: Inform us of any allergies or health concerns before treatment, and vacate treated areas (including pets) for at least 4 hours.

These steps support long-term results and maintain warranty eligibility. Failure to complete required housekeeping, preparation, or post-treatment instructions may void any warranty or complimentary return service.

5. PAYMENT, MATERIALS AND LIABILITY

All treatments use APVMA-registered products applied to Australian Standards.

Payment is due on the day of service; late or unpaid invoices void warranty and may attract fees.

Tom's Pest Control is not liable for pre-existing damage, inaccessible areas, or indirect losses. If liability is proven, compensation is limited to the cost of the original service.

7. CANCELLATIONS AND DISPUTES

Appointments may be changed with 24 hours' notice; fees may apply for late changes or inaccessibility.

For concerns, email office@tomspestcontrol.com.au or call 1300 866 773.

We respond within 7 business days and aim for prompt resolution.