

Terms of use for the Pests Birds and Bugs Limited website and General Terms and Conditions

Important Notice

This is the website of Pests Birds and Bugs Limited, (hereinafter referred to as PBBL), of Copperfield, Pitmore Lane, Sway, Lymington SO41 8LL a business that provides pest control and environmental services.

We will do our best to answer accurately queries e-mailed to us by you but in our sole discretion, reserve the right not to answer such queries. Such queries and answers do not form a contractual relationship between us and PBBL accepts no contractual responsibility for our responses.

This website contains general information and the content is for information purposes only. It does not constitute specific professional advice on any matter nor should it be used as such. Whilst PBBL uses every effort to ensure that the content is accurate and up to date, nothing on this website should be construed as professional advice. We cannot accept responsibility for actions based on the materials contained herein.

By using this website, you confirm that you have not relied on any such content. If you require advice on any specific problem, please contact one of our partners before taking any action as a result of the comments made on this site.

Internet Trading and Conditions

By using the PBBL website ("website") you agree to be bound by the terms of use and if you acquire services using the website you agree to be bound by the terms and conditions of the provision of those services, unless otherwise agreed in writing.

Terms of Use

This agreement by which you agree to abide in exploring and accessing information from this website governs the terms upon which you are granted access to this website by PBBL. This website contains proprietary notices and copyright information, the terms of which the you agree to observe and follow.

You assume full responsibility for the protection of your computer system including computer hardware and software, stored data on your computer system and the stored data and computer systems included hardware and software of third parties who may access or be otherwise connected to your computer systems.

You will assume the responsibility of ensuring that programmes or other data downloaded or otherwise received from this website are free from Viruses, Worms, Trojan horses or other items of a destructive nature.

Data Security

PBBL will take reasonable steps to ensure that data transported electronically to us via the website or otherwise and stored by PBBL or otherwise is not accessed by third parties.

You accept the risk that data transmitted electronically to PBBL via this website or otherwise may be intercepted before reaching PBBL, or accessed from PBBL data storage means by third parties' unauthorised by PBBL, and may be exploited unlawfully by such unauthorised third parties. PBBL does not assume responsibility for guarding against the access of such unauthorised third parties'. **We do not store credit or debit card details on our site.**

Viruses and other Computer Misuse

We do not guarantee that our site will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform to access our site. You should use your own virus protection software. You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

Call Recording

Calls made to PPPL may be recorded for training and quality purposes.

Connected Sites

PBBL makes no representations as to the security, quality or property of any website which may be accessed through this website. Connected websites accessed through this site are independent website over which PBBL does not exercise any control, whether financial, editorial, or of any other kind and are not in any way endorsed by PBBL.

Information contained in this website may contain inaccuracies or typographical mistakes. Information may be changed or updated without notice and any queries relating to the information including queries as to its most recent amendment or update and accuracy should be addressed to pestcontrol@pestsbirdsandbugs.co.uk.

Exclusion of Liability

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. If you are a business user we exclude all implied conditions, warranties, representations or other terms that may apply to our site or any content on it. We will not be liable to you for any loss or damage, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, even if foreseeable, arising under or in connection with use of, or inability to use, our site or use of or reliance on any content displayed on our site. In particular, we will not be liable for: loss of profits, sales, business, or revenue; business interruption; data loss; loss of anticipated savings; loss of business opportunity, goodwill or reputation; or any indirect or consequential loss or damage.

In no circumstances will PBBL be liable to you for any direct, indirect, consequential, special or other damage howsoever resulting from the use of this website or any other website connecting to the website by means of a hypertext link or otherwise. This shall be the case whether such damage is caused by transmission from this website (or a connected website you're your computer system, or viruses, worms, Trojan horses or other destructive items, corrupted data or data incompatible with your computer system, or third parties', interception of or access to data of whatever nature. "Data" includes (without limitation) personal data and credit and payment card information transmitted by you electronically to PBBL or otherwise. Such damage shall include (without limitation) lost profits, interruption to business, loss of the whole or any part of a program or programs, or of any data howsoever stored, whether saved on a computer system or otherwise.

Copyright

The copyright in this website belongs absolutely to PBBL. You have permission to download the contents of this website to your local hard drive for your personal use. You also have permission to copy the content to an individual third party for their personal use provided that

you acknowledge the source of the material as being this website and you inform the third party that they are bound by PBBL terms and conditions.

Free Call Out / “Survey”

Between the hours of 9am to 5pm, Monday to Friday (excluding bank holidays), subject to availability of technicians, we do not charge to attend your property to carry out a “pre-service” inspection or quote. However, outside of these hours and during busy periods we reserve the right to charge for such call outs. Any fees applicable will be stated and agreed before attending your property.

Equipment

Any equipment, poisons, baits or pesticides, tools or documentation that is left on the site of any pest control activity remains the property of PBBL unless specifically itemised and paid for. Any items such as the above may not be removed, sold, modified or touched by the client unless specifically authorised. Signing the Job Sheet acknowledges responsibility for the safe-keeping of our equipment.

Job Sheets and Continuation of Work

Next visits shown on our job sheets and signed by the client acknowledges that a further visit will be made and may need to be paid for. If the client wishes to query this it may be done either by telephone or in writing by email up to a point 24 hours before the appointment time.

Cancellations

Cancellation within 24 hours of an appointment will incur a charge up to, but not exceeding, the quoted price for the job.

Questions

If you, the customer, or your representative, have any questions with regard to our services then we should be contacted either telephonically or in writing by email immediately. The onus is on the customer to check the paperwork as completed on site and contact us if there is a question.

Refund policy

PBBL will refund, in full, any payments taken by card or other method* if the transaction is proven to be unauthorised or taken in error.

Refunds for unsatisfactory work

If the customer, has any issue or query in relation to a completed treatment or payment transaction, they must notify PBBL, in writing, within 48 hours of the date of the site visit or payment transaction date. Our customer services team will contact you within 24 hours (working days).

Email to pestcontrol@pestsbirdsandbugs.co.uk or via post to Pests Birds and Bugs Limited, Copperfield, Pitmore Lane, Sway, Lymington SO41 8LL

Applicable Law

These terms and conditions and the relationship between you and Pests Birds and Bugs Limited shall be governed by and construed in accordance with the Law of England and Wales and Pests Birds and Bugs Limited and you agree to submit to the exclusive jurisdiction of the Courts of England and Wales.