

# RETURN WARRANTY AUTHORIZATION

Name	
Address	
Suburb	
State	
Postcode	
Telephone	
Email	
Order Number	
Date of Purchase	
Domestic Quantity	
PRO Quantity	
Commercial Quantity	
Micro Quantity	

**Return to:**

Pest *Free* Australia Pty. Ltd.

PO Box 580

Kotara, NSW 2289

**ATTENTION:** The above Return Warranty Authorization MUST accompany the returned goods. Please print out the Return Merchandise Authorization and insert with your return.

**IMPORTANT:** When returning your PLUG IN Pest *Free* device, we suggest you use some form of tracking capability and insurance. Pest *Free* Australia Pty. Ltd. is not responsible for lost or damaged items incurred during transit. Any device returned deemed to have been deliberately damaged, tampered with or scuffed forfeits all warranty and refund claims. Once you have been assigned a tracking number, please email Pest *Free* Australia Pty. Ltd. at [support@pestfree.com.au](mailto:support@pestfree.com.au) with your order number in the Subject field, providing details of your courier and tracking number so we may expect your delivery.

If you feel your device may have become faulty under a manufacturer's defect of some kind, you may forward your device back to us for testing. Upon testing, we will notify you of the following:

1. If the device is deemed faulty under the manufacturer's warranty, we will notify you of the fault and repair or replace the device and ship back to you at our cost.
2. If the device is deemed faulty outside of the manufacturer's warranty e.g. a power surge has caused a fault not covered under warranty, we will notify you of the fault and repair cost. If the cost of repair is agreed, cost of return shipping will also apply.
3. If the device is deemed faulty and you do not wish to have the device repaired, cost of return shipping will apply, or you may request we thoughtfully dispose of the device on your behalf at no cost to you.
4. If the device is found to be operating within manufacturer specifications, we will notify you and cost of return shipping will apply.
5. If after 14 days of contacting you, we do not receive a response from you, we will thoughtfully dispose of the device on your behalf without further cost to you.
6. Continued use of baits and traps / baits will lure rodents and pests making it counterproductive for Pest Free to keep unwanted intruders out

**Please note:** PLUG IN Pest *Free* does not create an impenetrable barrier around your premises. Instead, PLUG IN Pest *Free* works by keeping your rodent and pest problems under control. From time to time, you may experience a new arrival. However, these new arrivals are not likely to remain in the premises for very long and should vacate within an acceptable period of time. Some factors that could drive unwanted intruders into your premises from time to time include, but not limited to:

1. Extended wet weather, as storm waters rise, rodents and other pests may look for dryer ground
2. Nearby wildfires
3. Sudden cold snaps in weather
4. Nearby construction
5. Tree branches touching the sides of the premises and shrubs up against the premises

In the case of No.5 above, we suggest keeping all tree limbs and branches cut at least several feet away from the premises and keeping any ground shrubs from touching the sides of the premises as well. If you know of any entry point(s) where rodents or pests may be entering the premises, you should seal off all entry points. You may also wish to consider placing an essential oil laced with mint, cayenne pepper, vinegar etc. that will act as a natural deterrent.

Should you have any questions, please contact our office on 02.4969.5515.