

## RESIDENTIAL PEST CONTROL (GENERAL PROTECTION AND AD HOC SERVICES) IMPORTANT CUSTOMER INFORMATION

The **SERVICES PROGRAM** and the **TERMS AND CONDITIONS** stated below contain the entire agreement and understanding between us, THE COMPANY and you, THE CUSTOMER on everything connected with the provision of the Equipment and Services (the "agreement").

**Acknowledgement:** By entering into this agreement or by obtaining or receiving the Equipment and/or Services from THE COMPANY, you THE CUSTOMER represent and warrant that you have read, understood and agree to all of the TERMS AND CONDITIONS and the terms of the SERVICES PROGRAM and that the person signing this agreement for and on behalf of you, THE CUSTOMER has the authority to sign this agreement.

## RESIDENTIAL PEST CONTROL (GENERAL PROTECTION AND AD HOC SERVICES) TERMS AND CONDITIONS

### 1 TERM OF AGREEMENT

1.1 This agreement applies to any Services requested by you from THE COMPANY and commences from the date on which you accept the provision of such Services from THE COMPANY. This agreement will continue until the completion of the Services, other than where expressly stated to survive expiry or termination.

### 2 ENTIRE AGREEMENT

2.1 These TERMS AND CONDITIONS and the SERVICES PROGRAM (including any warranties or other terms and conditions included in the suite of documents under the SERVICES PROGRAM relating to all of the services to be provided to THE CUSTOMER) contain the entire agreement and understanding between THE COMPANY and THE CUSTOMER on everything connected with provision of the Services and/or the Equipment by THE COMPANY to you.

2.2 THE CUSTOMER may accept these terms and conditions:

- (a) by agreeing and signing a SERVICES PROGRAM (if any) which includes these terms and conditions;
- (b) by agreeing to accept these terms and conditions via THE COMPANY's website or online portal;
- (c) by confirming acceptance of a quote from THE COMPANY and the SERVICES PROGRAM by email or telephone; or
- (d) in the event that THE CUSTOMER does not provide written acceptance to the terms of the SERVICES PROGRAM and these terms and conditions in accordance with the above, if THE CUSTOMER otherwise accedes to, accepts and permits THE COMPANY to perform the Services.

### 3 PROVISION OF THE SERVICES

3.1 We agree to provide to you the Services, on such date(s) as agreed by the parties.

3.2 If we are no longer able to provide the Services (or part thereof) to you, we will immediately notify you and provide the reasons as to why the Services (or part thereof) can no longer be provided, and if applicable offer alternative solutions available for provision by THE COMPANY. In the event that such notification is given and no remedy or solution between the parties is agreed, then THE COMPANY will have no further obligation to provide those identified Services. Possible reasons as to why Services cannot be provided include but are not limited to:

- (a) Site access constraints;
- (b) Site occupational health and safety concerns;
- (c) Service technician safety issues; or
- (d) Non-payment for services rendered.

3.3 You must provide THE COMPANY or its representatives with access to the Service Address to allow us to provide the Services and where directed by THE COMPANY or its representatives, must ensure that all persons leave the vicinity where the Services

are to be provided. If you fail to give us access to the Service Address and as a result THE COMPANY (or its representatives) is unable to perform the Services, then THE COMPANY may elect to charge you and issue an invoice for attempted attendance at the Service Address. You warrant that you have all necessary rights to grant us access to, install any Equipment at, and perform the Services at the Service Address (including, if required by THE COMPANY facilities such as water and electricity).

- 3.4 If, in the course of providing the Services, there is a requirement for us to conduct any drilling, cutting or similar work, you acknowledge and agree:
- (a) that you are responsible for identifying the location of all utility services (including service pipes and conduits), structural, sanitation or hydraulic services and any other potential risks (including any health and safety risks or presence of asbestos) at the Service Address in writing prior to us providing the Services; and
  - (b) that we will rely on the written details provided by you under paragraph 3.4(a); and
  - (c) we are not responsible for any damage or liability incurred to the Service Address property as a result of:
    - (i) our reliance on the written details provided by you pursuant to paragraph 3.4(a); or
    - (ii) any failure by you to provide written details to us identifying any risks at the Service Address.

3.5 If for any reason a health or safety hazard or incident results from the provision of the Services, you must immediately inform us and provide us with all relevant details.

3.6 You:

- (a) warrant that you have disclosed to THE COMPANY all material information which may have an effect on the provision, performance and/or installation of the Equipment and/or the Services at the Service Address;
- (b) agree to notify THE COMPANY as soon as possible where any circumstances changes (including any changes in respect of the Service Address or changes to the potential risks that were or should have been notified pursuant to paragraph 3.4(a)); and
- (c) must ensure that the Service Address is always a safe working environment,

and to the extent permitted by law, you agree to be liable for and indemnify us for any claims for loss, damage or liability that we may suffer where you fail to (or to the extent that you fail to) comply with this clause 3.6.

3.7 The parties agree that THE COMPANY is entitled to register a security interest over the Equipment and THE CUSTOMER grants THE COMPANY a security interest in the Equipment.

3.8 THE CUSTOMER agrees that the following sections of the Personal Property Securities Act 1999 ('PPSA') 114(1)(a), 116, 120(2), 121, 122, 125, 126, 127, 129, 131, 133, and 134 will not apply to this agreement. THE CUSTOMER further agrees to waive its right to a verification statement upon registration of the security interest.

3.9 THE CUSTOMER agrees to promptly sign any further document and provide any further information which THE COMPANY may reasonably require to ensure that any security interest within the meaning of the PPSA held or taken by it is a perfected security interest under the PPSA.

3.10 THE CUSTOMER will give THE COMPANY prior written notice of any proposed change of its name or address.

3.11 For the purposes of this agreement, the expressions "security interest", "perfected security interest", "verification statement" any other terms defined by the PPSA have the meanings given to them under or in the context of the PPSA.

### 4 GENERAL PROTECTION TERMS OF SERVICE

4.1 Each of the Services provided to you by THE COMPANY will be subject at all times to:

- (a) any terms and conditions or other warranties (and applicable exclusions) provided to you in writing:

- (b) as set out in THE COMPANY's quotation or proposal prior to the commencement of the Services; and
- (c) under any service report provided to you by THE COMPANY following any provision of Services at the Service Address, each of which may include specific instructions or recommendations to you from time to time.

## 5 SUPPLY AND MAINTENANCE OF THE EQUIPMENT

- 5.1 As part of the Services, THE COMPANY may provide certain Equipment to THE CUSTOMER from time to time. All Equipment remains the property of THE COMPANY at all times, unless otherwise agreed in writing with THE COMPANY. All Equipment supplied for the provision of the Services remains the property of THE COMPANY at all times notwithstanding its installation at the Service Address.
- 5.2 If any Equipment is provided to you, You agree to comply with all instructions given by us relating to the use, storage, protection and operation of the Equipment and will advise us as soon as possible if the Equipment is damaged or in need of repair. Other than with the prior written consent (and only to the extent permitted by such consent) You must not attempt to relocate, move, dismantle, modify or repair the Equipment or allow any person other than us to do so (including any label that the Equipment is the property of and owned by THE COMPANY).
- 5.3 If for any reason the Equipment becomes a health or safety hazard, or becomes subject to any damage, you must immediately inform us and provide us with all relevant details in writing.
- 5.4 So long as the Equipment is at the Service Address, You must take care of the Equipment (including implementing appropriate security procedures to prevent from misuse or theft) and, to the extent permitted by law, you are liable for any damage caused to the Equipment, including for any loss, partial damage, theft or damage requiring full replacement of the Equipment and must indemnify us for all loss of or damage to the Equipment caused on the Service Address whilst the Equipment is in your care, on a replacement cost basis. If THE CUSTOMER becomes aware or suspects that there is any damage to or issue with the Equipment, it must promptly notify THE COMPANY in writing.
- 5.5 Upon termination of this agreement or removal of the Equipment for any other reason pursuant to the terms of this agreement, if THE COMPANY becomes aware that there is any material damage or becomes unable to remove that Equipment from the Service Address, then THE CUSTOMER is liable for and must indemnify the COMPANY for all loss or damage to the Equipment on a replacement cost basis. If THE CUSTOMER fails to allow the COMPANY to access the Service Address to remove the Equipment, or there is material damage to the Equipment on collection, then THE COMPANY may issue an invoice to THE CUSTOMER for the replacement of the Equipment on a replacement cost basis.
- 5.6 THE CUSTOMER acknowledges and agrees that the cost of replacement of the Equipment in referred to in each of clauses 5.4 and 5.5 are reasonable and genuine pre-estimates of THE COMPANY's loss for such Equipment.

## 6 EQUIPMENT WITH INTEGRATED DATA SYSTEMS

- 6.1 Some of our Equipment have an integrated system where data regarding the use of our Equipment (including but not limited to equipment failures, observations, measurement data, sensor levels) is stored automatically. Such Equipment may digitally send, upload, communicate or transmit data to us for our use by in accordance with this agreement.
- 6.2 All data relating to the Services or the Equipment is owned by us.
- 6.3 We may use data for any purpose including but not limited to provide and manage the Service, statistical purposes, development of the Service, our Equipment and other of our products or services, research and marketing. We undertake to, if personal data is included in the data, as far as is reasonably possible to use such data on a pseudonymized and/or anonymized basis, and in any case in compliance with applicable laws and clause 17.

- 6.4 You must not access, use or disclose to any third party any of the integrated system data on Equipment (including for any unauthorised purpose) without the prior written consent of THE COMPANY.

## 7 ADDITIONAL SERVICES AND EQUIPMENT

- 7.1 At any time, you may request that THE COMPANY provides you with additional Services and/or Equipment (where appropriate). Upon receipt of such request, THE COMPANY will provide a quote to you for such Services and/or Equipment, along with any accompanying terms and conditions.

## 8 SERVICE EFFECTIVENESS

- 8.1 The Company will use reasonable endeavours to provide all Services and Equipment (if relevant) in a competent and professional manner. The ongoing effectiveness of the Services and the Equipment (if relevant) provided depends on your implementation of our recommendations and failure to implement our recommendations may render certain warranties in respect of the Services and the Equipment (if relevant) ineffective, where stated.
- 8.2 You acknowledge that our Services, Equipment and any Additions may also be rendered ineffective by disturbing treated areas, building alterations, renovations or introducing untreated or infested materials to the property that encourage pest activity and/or poor hygiene.
- 8.3 THE CUSTOMER acknowledges that the Disinfection Misting and/or Fogging service (if applicable) is a general broad-spectrum disinfection service for homes, offices and workplaces that targets both surfaces and inaccessible areas to aid in the prevention of harmful bacteria, fungus and viruses. Although Flick Anticimex is providing this disinfection misting service and will use the product as per label specifications, Flick Anticimex cannot guarantee or warrant the effectiveness of the product on any specific type of bacteria e.g. Salmonella, fungus e.g. mould, or virus e.g. Novel Coronavirus.

## 9 PAYMENT AND TRADING TERMS

- 9.1 You agree to pay for the Services and/or Equipment in accordance with the trading and payment terms set out in this agreement.
- 9.2 You may not set-off against any payment under this agreement any amount of money that we may owe to you without our prior written approval.
- 9.3 If you do not pay us the amounts payable to us in full by the due date for payment, we may submit your account to a collection agency. You agree that we may recover the outstanding amount together with interest, our legal costs, bank fees, charges and other expenses incurred in attempting to recover the debt and any fees, commissions, or other amounts we pay to any collection agency to act on our behalf. Without limiting our right to terminate, we may withhold the provision of Services where any amount payable by you is overdue under this agreement.
- 9.4 **Paper based invoice processing fee:** If you require paper-based invoices, you agree to pay to us the invoice processing fee advised by us to you, from time to time, in writing.
- 9.5 **Refunds:** You agree that we do not have to process any overpayments by you as a refund if your accounts balance is not zero balance.
- 9.6 **Disputed invoices:** If you dispute any charges on an invoice, the dispute must be submitted to us in writing with in fourteen (14) days of the invoice generation date. THE COMPANY reserves all of its rights accruing under this agreement where You fail to pay any undisputed charges by the due date. You must pay all parts of the invoice which are not the subject of a bona fide dispute before the due date for payment of the invoice.
- 9.7 **Environmental Levy Fees:** You are liable for any fees incurred by or imposed on us for supervisions or inspections according to any applicable environmental legislation (for example any EPA waste levies) that arise as a result of the provision of the Services and/or Equipment to you.
- 9.8 **Subscription Fees/Inductions Fees:** You agree to reimburse us for any subscription fees / induction fees that are charged to us

due to any such requirements for provision of the Services and/or Equipment at the Service Address.

9.9 **Set-off:** You agree that at any time during the term of this agreement, THE COMPANY may set-off, deduct from or provide as a credit, any amount that THE COMPANY owes to You. You agree that such credits will have an expiration date equal to the term of this Agreement or 12 months from the issuance of such credit, whichever is sooner. THE CUSTOMER may not withhold, deduct or set-off any amount owing to THE COMPANY without prior written consent from THE COMPANY.

## 10 PAYMENT OPTIONS

### 10.1 CREDIT CARD PAYMENTS

- (a) THE COMPANY's preferred option for payment made available to you is by way of credit card payment. THE COMPANY will provide you with an option to pay your invoiced amounts through its secured payment gateway (including options via internet website portal and via telephone).
- (b) You acknowledge that "Flick" will appear as the merchant for all payments from your credit card. Prior to the performance of the relevant Services, you authorise and permit THE COMPANY to pre-authorised the charge on your credit card and take payment upon completion of those relevant Services (or on the relevant recurring date if applicable).
- (c) All credit card information provided by you for the purpose of payment will be processed through THE COMPANY's secured payment gateway powered by Stripe. No such information will be accessed or held by THE COMPANY, and all information provided by you on the secured payment gateway will be processed and held in accordance with the third-party provider's privacy policies. We will take all reasonable efforts to keep any information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorized use, modification, reproduction or disclosure of that information.
- (d) We will only disclose information that we have about you:
  - (i) to the extent specifically required by law; and
  - (ii) for the purpose of this agreement (including disclosing information in connection with any query or claim or when we refer you to debt collection agency). You hereby irrevocably authorize, direct and instruct any third party who holds/stores your personal information (relating to Agreement) to release and provide such information to us on our written request.
- (e) You authorize:
  - (i) Us to verify and/or correct, if necessary, details of my/our account with my/our financial institution; and
  - (ii) Your financial institution to release information allowing us to verify my/our account details.
- (f) By agreeing to provide us with the information necessary to charge your credit card, you authorize THE COMPANY to debit your account on the relevant due date for payment of an invoice. If the due date isn't a business day, we will then debit the amount on the next business day. We won't change the amount or frequency of these arrangements without informing you know first.
- (g) We may cancel your credit card authorization if any charge is rejected by your financial institution, in which case you'll need to make alternative payment arrangements. We'll keep all your bank or credit card information private and confidential. As our Customer - You may change your authorized payment options by contacting us on 0800 101 969. If for any reason, debits from your account have been unsuccessful, THE COMPANY has the right to debit the accumulated amount for any months not successfully debited. If you think we've debited something incorrectly, please let us know straight away. It is your responsibility as our customer to ensure that there are sufficient funds available in your nominated account to pay your bill on its due date. If you close or terminate your credit card, you must contact us to arrange an alternative

payment as soon as reasonably practicable. Failure to do so may result in THE COMPANY taking debt recovery action.

### 10.2 OTHER PAYMENT OPTIONS

- (a) From time to time, THE COMPANY may offer or reduce the options for payment made available to you to pay any fees or other amounts due under these terms and conditions. Each of these payment options will be presented to you alongside THE COMPANY's invoice to you.
- (b) Certain payment options may include additional processing or transaction fees, as set out on the invoice to you next to that payment option, and you acknowledge and agree that those costs are reasonable.

## 11 TERM AND TERMINATION

- 11.1 Upon termination of this agreement by either party for any reason, we are entitled to immediate possession of the Equipment and you will allow us to enter the Service Address to remove the Equipment.
- 11.2 Notwithstanding any other provision of this agreement, if either party breaches any term or condition of this agreement or wishes to dispute any matter arising under this Agreement, the other party may notify the relevant party in writing and a representative of THE COMPANY and THE CUSTOMER (or a duly authorised representative of THE CUSTOMER) must meet to discuss in good faith to seek remedy of the breach within 14 days. The party not in breach may at its sole discretion immediately terminate this agreement or suspend services by notice in writing to the party in breach if no agreed solution to the breach is reached within 14 days.
- 11.3 Upon termination of this agreement:
  - (a) You must return to THE COMPANY any documentation, Equipment, notes, records or any other documentation relating to the Equipment or the Services are required by THE COMPANY;
  - (b) all amounts owed to THE COMPANY for Equipment and Services rendered up until the date of the termination becomes payable immediately (provided that THE COMPANY will provide to You an invoice for any amounts not yet invoiced); and
  - (c) THE COMPANY may enter the relevant Service Address premises to remove any Equipment in THE CUSTOMER'S possession or control. In complying with this clause, THE COMPANY is not required to 'make-good' or return the Service Address premises to its original state prior to the installation of the Equipment, and will take reasonable actions to ensure that no additional damage is caused to the Service Address.
- 11.4 This clause 11 survives termination of this agreement.

## 12 LIMITATION OF LIABILITY

- 12.1 The Consumer Guarantees Act 1993 ('CGA'), the Fair Trading Act 1986 ('FTA') and other statutes (collectively 'NZ Consumer Law') may imply guarantees, warranties or conditions or impose obligations on THE COMPANY which cannot by law be excluded or modified. Nothing in this agreement exclude, modifies or restricts those rights.
- 12.2 If you are in trade and are acquiring the equipment or services in trade and for business or commercial purposes, then you acknowledge that the CGA and sections 9, 12A and 13 of the FTA do not apply to the equipment or services that we supply. You also acknowledge that it is fair and reasonable for you and us to contract out of the CGA and these provisions of the FTA and be bound by this clause.
- 12.3 If this agreement is deemed to be a "consumer contract" or a "small trade contract" (as those terms are defined in the FTA) in respect of you, any provision of these terms which is deemed an "unfair contract term" (within the meaning of the FTA) will not apply to you.
- 12.4 Subject to clause 12.1, to the extent permitted by law:
  - (a) nothing in this agreement operates to make a party under this agreement liable (whether under contract law, common law or otherwise) to the other for any consequential, indirect or



special loss or damage of any nature whatsoever including (but not limited to) those arising out of delay, loss of product, loss of production, business interruption, loss of revenue, loss of profits or loss of opportunity;

- (b) where a claim relates to goods and/or services supplied are not of a kind ordinarily acquired for personal, domestic or household use or consumption, or clause 12.2 applies, then THE COMPANY's liability to you under this agreement, whether in contract, tort (including, without limitation, negligence) or otherwise is:
- (i) in the case of the Equipment, limited to the replacement or repair of the Equipment or the cost of replacing or repairing the Equipment; and
- (ii) in the case of Services, is limited to the cost of supplying those Services again,
- whichever may be determined in our absolute discretion to be appropriate in the circumstances;
- (c) in all other circumstances, our liability to you (including in contract, negligence, tort or any common law or statutory right) under this agreement will not exceed the total fees received by us from you pursuant to this agreement, and we are not liable for any claims made for any injury, death, loss or damage whether caused negligently or otherwise to you or your property, or to any third party as a consequence of providing the Services, the Equipment or any additions;
- (d) THE COMPANY will not be liable for any loss, damage or liability incurred by the CUSTOMER as a result of non-compliance or failure to implement THE COMPANY'S written recommendations or instructions in respect of the Services or the Equipment;
- (e) each party must take all reasonable steps to mitigate any loss, liability, damage, cost or claims incurred by them under this agreement;
- (f) a party may not recover damages or obtain payment, reimbursement or restitution more than once for the same loss, liability, damage or breach of this agreement; and
- (g) THE COMPANY expressly excludes all warranties, guarantees, representations and conditions except as may be made by THE COMPANY to you in writing.

12.5 Any goods or services provided by THE COMPANY pursuant to this Agreement are provided for the benefit of THE CUSTOMER only.

12.6 Nothing in this Agreement, excludes or limits the liability of either party for death or personal injury caused by that party's negligence, fraud or fraudulent misrepresentation of any other matter to the extent that such exclusion or limitation would be unlawful.

12.7 Each of THE CUSTOMER and THE COMPANY agree that the limitations in this clause 12 are fair and reasonable and apply to all claims whether in contract, tort (including negligence), misrepresentation or otherwise).

12.8 This clause 12 survives expiry or termination of this agreement.

### 13 STATUTORY WARRANTY

13.1 Our Services and Equipment come with guarantees that cannot be excluded under the NZ Consumer Law. For major failures with the Service, you are entitled:

- (a) to terminate this agreement; and
- (b) to a refund for the unused portion of the Service in the relevant Term only, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage.

If the failure does not amount to a major failure, you are entitled to have problems with the Service rectified in a reasonable time and, if this is not done, to cancel the Services and obtain a refund for the unused portion of the Services.

### 14 SERVICES WARRANTY CLAIM

14.1 If you have a problem with our Services or believe that you may have a Services warranty claim in relation to our Services, you

must contact our Branch directly who provided the Services, phone 0800 101 969 or email flickservices@flick.nz.

14.2 In addition to any rights THE CUSTOMER may have under NZ Consumer Law, THE COMPANY will arrange a convenient time for the Services performed to be inspected and if we determine, in our absolute discretion (but subject to clause 13), that a resupply of the Services is appropriate in the circumstances, a convenient time for the Services to be resupplied.

### 15 GOODS AND SERVICES TAX

15.1 Where any supply under this agreement is or becomes subject to GST, an amount equal to the GST paid or payable for that supply will be added to the amount exclusive of GST paid or payable for that supply.

### 16 INABILITY TO DELIVER SERVICES

16.1 To the extent permitted by law, neither party is liable for failure of or delay in performance of their obligations under this agreement (other than an obligation for payment of amounts due) to the extent that the failure or delay arises from a Force Majeure Event.

16.2 For the purposes of this clause 16, Force Majeure Event means any act, occurrence or event not within the control of the relevant party including but not limited to any accidents, weather conditions or events, floods, fire, explosions, riots, acts of war, earthquakes or other natural events, pandemics, outbreak of infectious disease (and any associated government or regulatory authority-mandated restrictions), destruction or loss of products or materials, cyber breaches or attacks, ransomware attacks, infrastructure failures or outages, shipping delays, industrial action or disputes, shortage or unavailability of fuel or other resources, congestion in roads, railways, ports or other venues, derailments, sinkings, government restrictions, change in any law, or any direction of a government authority.

### 17 PRIVACY

17.1 By accepting this Agreement, you acknowledge that and authorise personal information relating to THE CUSTOMER to be collected, used, held and disclosed by THE COMPANY, its representatives and its agents in accordance with the Flick Privacy Policy which can be accessed at flick.nz /privacy/ for any purpose connected with this Agreement. You have the right to access and correct your personal information, to do so please contact flickservices@flick.nz.

### 18 INTELLECTUAL PROPERTY

18.1 Nothing in this agreement transfers or assigns any intellectual property rights of THE COMPANY (whether registered or unregistered and including trademarks, patents, copyright, designs, inventions and all other intellectual property rights) to THE CUSTOMER. You agree that any intellectual property rights developed in the course of this agreement or the Services will belong to THE COMPANY and THE COMPANY is the absolute legal and beneficial owner of all derivative works, modifications, enhancements or improvements on the intellectual property rights developed under this agreement.

### 19 GOVERNING LAW AND GENERAL TERMS

19.1 This agreement is subject to the laws of New Zealand, and the parties submit to the exclusive jurisdiction of the courts of New Zealand.

19.2 THE COMPANY may assign, transfer, novate, dispose of or create an interest in any of its rights, title or interest in or under this agreement by giving written notice to THE CUSTOMER. You may only assign your rights under this agreement with our prior written consent.

19.3 Any amendment or variation to this Agreement must be by written agreement between the parties.

19.4 If a provision of this agreement is invalid or unenforceable in a jurisdiction, it must, in that jurisdiction, be read down or severed from this agreement to the extent of the invalidity or unenforceability and it does not affect the validity or enforceability of that provision in another jurisdiction or the remaining provisions of this agreement.

19.5 Unless specified otherwise in this agreement, the rights of the parties under this agreement are cumulative and do not exclude any other rights (whether under law or otherwise).

## 20 RECALLS

- 20.1 THE COMPANY will promptly notify you of any information relating to any:
- (a) investigation by any government or regulatory authority that is or may be relevant to the Equipment or the consumables used in the Services; or
  - (b) other quality, labelling or other regulatory issue relating to the Equipment or the Services or consumables used in the Services.
- 20.2 In the event that any of the consumables used are subject to a recall by THE COMPANY, you must take all reasonable steps to provide assistance reasonable required by THE COMPANY to give effect to the recall.

## 21 DEFINITIONS

In these terms:

**"THE COMPANY, us, our or we"** means Flick Anticimex Limited NZBN 9429030291577 of 38 Vestey Drive, Mt Wellington (Auckland) 1060;

**"THE CUSTOMER"** means you, being the customer whose details are as provided to THE COMPANY via telephone or online portal (as applicable);

**"Customer Portal"** means the online web portal made available by THE COMPANY to THE CUSTOMER, which details THE CUSTOMER's Service Address and other details;

**"Equipment"** means the pest control, disinfection and/or hygiene services equipment and any other equipment provided by THE COMPANY under this agreement, and includes any additional or replacement equipment;

**"Service Address"** means the address specified in the Services Program; and

**"Services"** means pest control and/or hygiene services, and any other services provided by THE COMPANY pursuant to this agreement.