

SPECIAL TERMS: CONSUMERS

If you are a consumer, these Special Terms also apply to you as the Customer.

a) Customer may contact RI using the Customer Service Centre details:

Tel: 020 3535 9395
Email: info-uk@rentokil-initial.com
Mail: Rentokil Pest Control, Bromford Central, Bromford Lane, Bromford, B8 2SE

b) In addition to Customer’s termination rights set out at Clause 3 of the General Terms and Conditions, Customer may also terminate the Agreement on written notice for any of the following reasons:

- (i) There is a risk that the Services will be significantly delayed due to events beyond RI’s control;
- (ii) RI has informed Customer of an error in the Fees or the Services description provided;
- (iii) RI has been unable to perform the Services within the critical timescales that Customer provided to RI in writing before RI commenced the Services, provided any delay is not due to anything that Customer has done or failed to do.
- (iv) If Customer entered into the Agreement over the phone, by email or online or by signing the Agreement other than on RI’s premises, Customer may cancel the Agreement at any time during the “Cooling Off Period” (a period of 14 days, beginning on the day after Customer entered into the Agreement) by submitting the Model Cancellation Form, below.
- (v) If Customer requested RI to begin the Services during the Cooling Off Period, Customer may still cancel the Services as per paragraph (iv) above, but Customer must pay for any Services performed up to the cancellation date. Customer does not have the right to cancel once the Cooling Off Period has ended, but can terminate the Agreement in accordance with Clause 3 of the General Terms and Conditions.

Model Cancellation Form

Complete and return this form, using the Customer Service Centre details above at paragraph a), if you wish to withdraw from the Agreement for RI to perform the Services within the Cooling Off Period.

I hereby give notice that I wish to cancel the Agreement for the supply of Services by RI:

Date on which Services ordered:	
Customer Name:	
Customer Address:	
Date:	
Customer Signature (if paper form is sent):	

As Customer, you are signing to acknowledge that you understand and agree to the General Terms and any Special Terms and Conditions that have been provided to you. In particular you note: (i) the limitation of Rentokil’s liability set out in clause 4 and in any Special Terms and Conditions that have been provided to you; (ii) your right to cancel this agreement set out in Clause 3 and in the Special Terms: Consumers schedule; and (iii) the use that we will make of your information as set out in Clause 5.8.

Signed by
for and on behalf of

Rentokil Initial UK Limited

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for and on behalf of

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