

Customer Disclosure and Project Protection Pack

British Pest Authority | JAW Enterprises Ltd | Effective 7 September 2026

Legal supplier JAW Enterprises Ltd, Company No. 16938203, trading as British Pest Authority. Contact info@jawenterprises.co.uk Registered office Office 9138, 321-323 High Road, Chadwell Heath, Essex RM6 6AX	Payment identity Payments made through Square, card, digital wallet, payment link, virtual terminal or bank transfer are payments to JAW Enterprises Ltd trading as British Pest Authority. Important British Pest Authority is a trading name, not a separate contracting company.
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Purpose of this disclosure

This document explains the information a customer should receive before booking or paying for pest-control services. It must be read with the full Terms of Service, the quotation and any separate Immediate Service Request and Acknowledgement. Nothing in this document removes statutory consumer rights.

1. What the customer is buying

- The quotation identifies the reported pest issue, property or treatment area, included inspection, treatment, visits, follow-up and price.
- Permanent eradication, a guaranteed result or prevention of future infestation is not promised unless expressly stated in the written quotation.
- Proofing, sanitation, monitoring, repairs, materials and additional visits are separate unless included in the quotation.
- JAW may use employees, self-employed contractors or subcontractors, but the customer contract remains with JAW and complaints should be sent to JAW.

2. Price, payment and extra work

- The customer should see the total price and any applicable VAT before agreeing to the work.
- JAW accepts payment through Square and other methods identified in the quotation or checkout.
- No additional chargeable work should be performed without the customer's recorded approval of the scope and price, except urgent safety work specifically authorised by the customer.
- A card processor's internal refund or dispute process does not reduce any legal refund or remedy owed by JAW.

3. Cancellation and early service

For eligible consumer distance or off-premises contracts, the customer may have a 14-day cancellation right. The customer may cancel by sending a clear statement to info@jawenterprises.co.uk. The customer does not need to use a particular form.

If the customer asks JAW to begin before the 14-day period ends, JAW must obtain a separate, affirmative request before work starts. For an off-premises contract, that request must be recorded on a durable medium. If the service is fully performed, the cancellation right ends only where the required request and acknowledgement were obtained. If the required information or request is missing, JAW should not rely on an early-start charge.

Emergency attendance does not automatically remove cancellation rights. Any emergency exception is limited to urgent work specifically requested by the customer and does not automatically cover later proofing, monitoring, sanitation or maintenance.

4. Service quality and safety

- JAW will perform the service with reasonable care and skill and will consider statutory repeat-performance or price-reduction remedies where applicable.
- The customer must disclose children, pets, pregnancy, vulnerable occupants, allergies, medical concerns, access restrictions and previous treatment.
- JAW may provide product, re-entry and safety instructions. The customer must follow those instructions and keep people and animals away from treated areas as directed.
- Pesticides and other hazardous substances must be selected, handled and used according to applicable product information, risk assessments and safe-working procedures.

5. Access, cancellation by the customer and rescheduling

The customer must provide safe and lawful access and accurate information. If access is unavailable, the site is unsafe or the work is outside JAW's competence or insurance, JAW may pause, refuse or reschedule the visit. Any retained amount must be limited to a disclosed, reasonable and legally recoverable loss. JAW will consider mitigation, including whether the appointment could be reallocated.

Customer acknowledgement

Complete the relevant boxes before work begins. These acknowledgements do not replace the separate Immediate Service Request and Acknowledgement where early service is requested.

☐	I received the Terms of Service, cancellation information and quotation in a form I can save.
☐	I understand the quoted scope, price, included visits and limitations of the service.
☐	I understand that additional work requires my approval of the scope and price.
☐	I have disclosed relevant occupants, pets, health or safety information and access conditions.
☐	Where I requested work before the 14-day cancellation period ends, I completed the separate Immediate Service Request and Acknowledgement.
☐	I understand that an emergency label does not automatically remove my consumer cancellation rights.

Customer name: _____

Property address: _____

Job reference: _____

Quotation date: _____

Customer signature: _____

Date/time: _____

How JAW records and resolves disputes

JAW may review the quotation, accepted Terms, payment record, messages, attendance records, photographs, treatment report, safety instructions and refund calculation. JAW will not backdate records. A genuine service failure will be considered for correction, repeat performance or an appropriate price remedy. Unsupported claims will be answered with the relevant contemporaneous evidence.

Complaints: info@jawenterprises.co.uk

Website and checkout publication requirements

- Place a link to the Terms, Cancellation and Refunds page in the website footer and beside every booking or payment button.
- Show the legal supplier identity before payment and repeat it on the Square receipt or confirmation.
- Send the accepted quotation and Terms as a PDF or email after booking and retain the timestamp.
- Use a separate unticked checkbox and separate form for early-start requests; do not rely on payment or a pre-ticked box.
- Link the Privacy Notice and identify how customers can complain.

Legal note: This disclosure is operational guidance for JAW Enterprises Ltd and does not exclude or limit non-excludable statutory rights. Have the final customer journey reviewed by a UK solicitor before launch, especially if services, pricing, chemicals, subcontractors or emergency procedures change.