



Terms and conditions for transport of waste and wait and load waste removal service

For the duration of this document “the company” means Stevens Transport Services LTD.

“the customer” is the person who will pay the invoice.

“The site” is the collection location of the waste, or the current location of the waste to be transported.

Quotes

When a quote is given the customer has no obligation to use the company to carry out the work, quotes are free. However they are valid for no more than 30 days, unless otherwise stated in writing by Stevens Transport Services LTD. All quotes are including VAT and any other charges unless stated otherwise. Quotes are not final and unless agreed and stated otherwise, the final price will be invoiced after completion of the services in line with the payment and additional charges terms and conditions. Stevens Transport Services LTD will always give all details that will affect the price quoted.

Booking

Stevens Transport Services LTD will always ask for a requested time and give details of availability for the chosen times, however we will not guarantee a certain time. Stevens Transport Services LTD will always notify the customer of our estimated time of arrival to the site.

The site

For health and safety reasons, Stevens Transport Services LTD requires the waste for transported is kept in an area free of hazards and the access to the area is clear and accessible. Stevens Transport Services LTD staff do not hold CSCS qualifications, or any other construction site recognized, or health and safety qualifications. If a site requires these for entry the customer will be required to bring the waste that is to be transported to a safe location where these qualifications are not required, weather it outside of the site or in a safe loading area. It is the customer/site responsibility to ensure the area is safe for staff to operate however staff have the right not to enter if they feel unsafe. Where the waste is not safely accessible by Stevens Transport Services LTD staff, the customer will have the option to bring the waste to the vehicle, however if the customer is not able to do this then Stevens Transport Services LTD will leave site and a cancellation charge will be invoiced. Stevens Transport Services LTD allows 20 minuets for loading on each site, if the loading time exceeds this, due to the site being inaccessible or for any reason, then there will be a charge added for waiting time. The charge will be equivalent to £30 per hour, unless agreed otherwise by Stevens Transport Services LTD in writing.

Delays

Stevens Transport Services LTD cannot guarantee any times of arrival due to many factors including but not restricted to traffic conditions, delays on previous sites and waste transfer station delays. To help reduce this Stevens Transport Services LTD have strict policies on reducing delays on customer sites, this includes waiting time charges of up to £30 per hour if there are delays due to not being able to access the waste, long distances from loading area to the waste and delays getting in or out of the site. Stevens Transport Services LTD registered company in England and Wales company number 12993846 VAT number 372 8527 71. Waste carrier registration number CBDU364479 Registered office 5 Harrow House, 24 Albert road, Horley, RH6 7JA. Contact 07932 448 420.



Transport Services LTD can only guarantee the day of the collection and not times however we will try our best to keep to the customers requested time. When Stevens Transport Services LTD are unable to attend, we will notify as soon as we know we will be unable to attend. There will be no charge for this however we cannot accept any liability for any costs incurred by the customer due to this. Stevens Transport Services LTD have no obligation to attend on another date after they have had to cancel, however Stevens Transport Services LTD may in some but not all cases offer a discount on a future service. Stevens Transport Services LTD accept no liability for any costs or losses incurred by the customer when Stevens Transport Services LTD is late or unable to attend.

Load sizes

A full load means up to 1000 KG, or more than 50% of the vehicles carrying space. A part load (or half load) means up to 500 KG or, up to half of the vehicles carrying space is full. For example, a load weighing 1125 KG would be charged for 1 a full load and 1 half load. A load weighing 100 KG but filling the vehicle would be charged at 1 full load. A load weighing 1000KG but using less than half the vehicles load carrying space would be charged at 1 full load. the load size will always be down to the discretion of the driver at the time of the collection. Half loads will be more restricted to ensure they do not exceed 500 KG or half the vehicles carrying space, to ensure there is enough space for a 2nd half load that the vehicle may have booked. If the customer feels they have not filled the vehicle to the capacity they have booked they should take photographs of the vehicle before the driver leaves, and this should be raised with Stevens Transport Services LTD within the timeline detailed under the payment and extra charges terms and conditions document. To ensure all waste is removed at the most cost-effective price, if the customer is unsure of the load size required, they should order a full load.

A full load is approximately equivalent to 14 cubic yards

A half load is approximately equivalent to 7 cubic yards

A load filling more than half the vehicle will be charged as a full load, using less than half (regardless of actual capacity filled) will incur the charge for a half load. A minimum charge of £89 may be applied if the staff on site at the time of collection feel it is acceptable. All load size decisions are solely at the discretion of the most superior Stevens Transport Services LTD staff member on site at the time of collection.

Re-sale of items

On occasions where Stevens Transport Services LTD is able to find good condition items within the waste collected, by continuing to use Stevens Transport Services LTD you agree you give Stevens Transport Services LTD permission to sell on separately such item without applying discounts, refunds or any other benefit to the customer.

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Other terms

Any person agreeing to the terms and conditions set out in this document must be over the age of 18 years. All paperwork must be signed by a person over the age of 18 years. By signing this document you agree to any changes to the terms and conditions in this document being sent to you via email and by using Stevens Transport Services LTD thereafter you are agreeing to the updated terms and conditions.