



## 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 unless stated otherwise. Quotes are not final and unless agreed and stated otherwise, the final price will be invoiced. Stevens Transport Services LTD will always give all details that will affect the price quoted and will give an estimated minimum price and an estimated maximum price, however the accuracy of these is never guaranteed.

### **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 30 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 £20 per hour, unless agreed otherwise by Stevens Transport Services LTD in writing.

### **Invoices**

Invoices are produced by the end of the working day following the day the work is completed and charges are based on the details on the waste transfer note. Invoices are due to be paid within 30 days of the date it is produced, a copy of the waste transfer note is given to the customer/site at the time of collection. In the even of a customer owing the equivalent or more than £6,000 Stevens Transport Services LTD will suspend providing services to that customer until a partial payment has been made. 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.



Any discrepancy's in the invoice must be raised with Stevens Transport Services LTD within 7 days of the invoice being produced, any discrepancy's raised after this will not be investigated. Any investigation that shows an error will be corrected and details of the correction along with a new invoice, cancelling the original invoice. The corrected invoice will be sent to the customer within 7 days of the discrepancy being raised with Stevens Transport Services LTD. Any investigation that shows the original invoice is correct will be subject to a £10 administration charge.

### **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 £20 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 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 2<sup>nd</sup> half load that the vehicle may have booked. If the customer feels they have not filled the vehicle 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 invoices section. 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.

### **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

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.



Services LTD permission to sell on separately such item without applying discounts or refunds to the customer.

**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.