

Refund/Cancellation Policy

Thank you for choosing our compost pickup service. We strive to provide you with excellent service and a hassle-free experience. However, we understand that circumstances may arise where you may need to cancel your subscription or request a refund. Please review our refund/cancellation policy below for more information:

1. Subscription Cancellation:
 - a. Weekly Pickup Schedule: If you have subscribed to our weekly pickup schedule and wish to cancel your subscription, you must notify us at least 48 hours before your next scheduled pickup. You can do this by contacting our customer support team via email or phone.
 - b. Bi-weekly Pickup Schedule: If you have subscribed to our bi-weekly pickup schedule and wish to cancel your subscription, you must notify us at least 72 hours before your next scheduled pickup. You can do this by contacting our customer support team via email or phone.
2. Refunds:
 - a. Subscription Fees: We offer refunds for canceled subscriptions based on the following criteria:
 - i. Weekly Pickup Schedule: If you cancel your weekly subscription within 48 hours of your next scheduled pickup, you will receive a prorated refund for the remaining pickups in the current billing cycle.
 - ii. Bi-weekly Pickup Schedule: If you cancel your bi-weekly subscription within 72 hours of your next scheduled pickup, you will receive a prorated refund for the remaining pickups in the current billing cycle.
 - b. Initial Setup Fee: The initial setup fee is non-refundable.
3. No-shows or Late Cancellations:
 - a. If you fail to notify us within the specified cancellation timeframe or if you fail to leave your compost out for pickup on the scheduled day without prior notification, we reserve the right to charge the full subscription fee for that pickup.
4. Payment Disputes:
 - a. In case of any payment disputes, please contact our customer support team as soon as possible. We are committed to resolving any issues promptly and fairly.
5. Changes to Pickup Schedule:

- a. If you need to change your pickup schedule, such as switching from weekly to bi-weekly or vice versa, please contact our customer support team. We will do our best to accommodate your request, subject to availability.

Please note the following general terms and conditions:

- All refunds will be issued using the original method of payment.
- Refunds may take up to five (5) business days to process.
- We reserve the right to modify or update this refund/cancellation policy at any time. Any changes will be communicated to you in advance.

If you have any further questions or require assistance, please don't hesitate to contact our customer support team. We are here to help you.

Thank you for your understanding and cooperation.

Renewal Compost, LLC