

Shipping/Pickup/Delivery Policy

Thank you for choosing our compost pickup services. This policy outlines the shipping, pickup, and delivery procedures for our compost pickup services. Please review the following information:

1. Service Description:
 - a. Our website offers compost pickup services on a weekly and bi-weekly schedule. By subscribing to our services, you will receive regular compost pickup from your designated location as per the chosen schedule.
2. Service Area:
 - a. We currently provide our compost pickup services within New Hampshire. Please check our website or contact our customer support team to confirm if your location falls within our service area. We update our service towns regularly on our website.
3. Pickup Schedule:
 - a. Weekly Pickup: If you have subscribed to our weekly pickup schedule, our team will collect the compost from your designated location once every week on the agreed-upon day.
 - b. Bi-weekly Pickup: If you have subscribed to our bi-weekly pickup schedule, our team will collect the compost from your designated location once every two weeks on the agreed-upon day.
4. Compost Preparation:
 - a. Please ensure that your compost is ready for pickup on the scheduled day and at the designated location.
 - b. Place your compost in the provided collection container or bin, following any specific instructions provided by our team.
 - c. Make sure the compost is easily accessible for our personnel, and the pickup location is safe for them to collect the compost.
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.
6. Shipping/Pickup/Delivery Fees:

- a. The shipping, pickup, or delivery fees associated with our compost pickup services are included in the subscription price displayed on our website. There are no additional fees unless specified otherwise.

7. Confirmation and Communication:

- a. Once you subscribe to our compost pickup services, you will receive a confirmation email containing the details of your subscription and pickup schedule.
- b. We may also send you periodic notifications or reminders regarding your upcoming pickups or any important updates related to our services.

8. Service Interruptions or Delays:

- a. While we strive to provide reliable and timely pickups, there may be occasions when service interruptions or delays occur due to factors beyond our control, such as inclement weather or unforeseen circumstances. We will make every effort to notify you of any such delays and reschedule the pickup as soon as possible.

9. Customer Support:

- a. If you have any questions, concerns, or need assistance with our compost pickup services, please reach out to our customer support team via the contact information provided on our website. We are here to help you and address any inquiries you may have.

Please note that this Shipping/Pickup/Delivery Policy is subject to our overall Terms and Conditions and any specific terms outlined in your subscription agreement.

Thank you for choosing our compost pickup services. We appreciate your commitment to sustainability and look forward to serving you.

Renewal Compost, LLC