



AC Disposal Residential User Agreement

About Us: AC Disposal is a locally owned small business offering comprehensive residential and commercial trash pick-up and waste disposal services. Founded in October 2020, we initially specialized in pressure washing and bulk/junk removal. Over time, our services have transitioned to primarily offer residential trash services. Our dedicated team works tirelessly to contribute to the improvement of our community. We are excited about the opportunities the future holds. For the latest updates, please like and follow our Facebook page at www.facebook.com/ACDisposalTX

Agreement to Terms: By initiating or continuing service with AC Disposal LLC, the customer acknowledges that they have read, understand, and agree to all terms, policies, and conditions outlined in this User Agreement, including any future updates.

Pick Up: To ensure timely service, all trash and recycling bins must be placed curbside by 12:00 AM on the scheduled service day. For example, if your service day is Tuesday, bins should be set out Monday night. Collection may begin as early as 6:00 AM and can occur at any time throughout the day, with routes running until approximately 8:00 PM.

If bins are not placed out on time, the pickup will be considered missed and will not be serviced until the next scheduled collection day. Return trips will not be provided, and customers are responsible for ensuring bins are set out correctly and on time.

AC Disposal reserves the right to refuse service if bins are improperly placed, overloaded, inaccessible, blocked by vehicles or obstacles, present safety hazards, or contain prohibited materials. Service refusals due to unsafe or non-compliant conditions do not qualify as missed pickups and do not entitle the customer to credits or refunds.

Holidays and Service Interruptions: We are closed on New Year's Day, Thanksgiving Day, and Christmas Day. If your pickup falls on these holidays, we'll collect on an alternate day that week. Stay informed via email, letters, or our Facebook page for holiday pickup updates.

At AC Disposal, the safety of our crew is a top priority. Service delays or interruptions may occur due to severe weather, road conditions, equipment issues, access restrictions, or other circumstances beyond our control. AC Disposal reserves the right to make last-minute schedule adjustments to prioritize safety and maintain efficient service. Customers are not entitled to refunds or credits for delays caused by these circumstances.

Trash Regulations: While bagging trash is not required, it is strongly recommended to maintain cleanliness, reduce odors, and prevent loose debris. Securely tied bags also assist our crews when disposing of trash over an 8 ft wall, which may be necessary due to equipment limitations. All trash must fit entirely within the bin with the lid securely closed. Excess trash beyond the bin's capacity will not be collected and may result in additional fees. Extra bags placed outside the bin are not permitted without prior notice. If you anticipate additional bags, please contact us in advance, as extra bags may incur a fee of \$4 to \$8 each depending on size. All trash should be properly contained to avoid spills, litter, and delays in service.



Trash Restrictions: We collect residential Municipal Solid Waste (MSW) only, excluding Hazardous Waste, Special Waste, and Construction & Demolition Waste as defined by environmental regulations. Prohibited items include hazardous waste, special waste, construction and demolition debris, batteries, tires, oils, combustible tanks, full bags of animal food, and other restricted materials. Disposal of prohibited items may result in service refusal, fines, or suspension of service. Combustible or pressurized containers may result in a \$75 fine due to fire risk.

Bins must not exceed safe lifting limits. Containers containing dirt, rocks, concrete, roofing materials, sod, or similar heavy debris may be refused service, assessed additional charges, or result in immediate service suspension. Repeated abuse of bins may result in permanent termination of service.

Recycle: We provide one recycling bin per residence. Additional recycling bins may be provided for an additional fee. All materials must be clean, dry, and placed loosely in the bin. Cardboard must be flattened and placed inside the bin. Up to two additional flattened cardboard bundles may be placed neatly beside the bin per service. Excess cardboard will not be collected without prior approval. Bundles must be manageable and safely handled by one person. Contaminated bins will not be serviced.

Unacceptable materials for recycling include bagged items, food waste, textiles, electronics, yard waste, construction debris, and combustible containers. Customers are responsible for reviewing and complying with our Recycling Guidelines, which provides a more detailed list of accepted and prohibited materials.

Recycling is a complimentary service provided at the discretion of AC Disposal. If a recycling bin is not regularly used, repeatedly contaminated, or misused, AC Disposal reserves the right to remove the bin, charge a monthly bin rental fee, or discontinue recycling service without notice.

Bulk Pick Up: Bulk pickup availability and frequency vary by service area and customer account. Eligibility, number of bulk pickups provided, and applicable limits are defined in AC Disposal's Bulk Pickup Guidelines, which are subject to change and available upon request.

To schedule a bulk pickup, customers must complete the Bulk Pickup Request Form available on our website at www.acdisposalsatx1.com. Requests must be submitted at least two (2) weeks in advance. Requested dates are not guaranteed, and all bulk pickups must occur on the customer's regular trash service day.

New customers are subject to a thirty (30) day waiting period from their first service date before becoming eligible for bulk pickup, if applicable. Bulk pickups may be declined during holiday weeks. All invoices must be paid in full prior to scheduling. Accounts with unpaid balances are not eligible for bulk service.

Customers who have submitted a cancellation notice, requested account closure, or otherwise indicated intent to discontinue service are not eligible for bulk pickup services.

Each bulk pickup is limited to two (2) cubic yards of approved bulk items unless otherwise specified in the Bulk Pickup Guidelines. Customers who exceed this limit must contact AC



Disposal to arrange removal of additional items at a discounted rate. AC Disposal reserves the right to leave behind unapproved or excess materials.

Organics (Legacy Service): Organics service is available only to select customers who are currently enrolled in the service, subject to availability. Continuation of organics service is not guaranteed and may be modified, suspended, or discontinued at any time, without replacement or rate adjustment.

Prohibited items include, but are not limited to, rocks, mulch, dirt, diapers, pet waste, and similar materials. AC Disposal reserves the right to refuse collection of non-compliant materials and to discontinue organics service for any customer who does not follow these guidelines.

Bin Responsibility: All trash, recycling, and organics bins remain the exclusive property of AC Disposal LLC and are provided as part of a rental service. Customers are responsible for maintaining bins in usable condition. A \$75 charge applies for each bin not returned or returned damaged beyond normal wear and tear.

If service is suspended, terminated, or canceled for any reason, all bins must be returned within seven (7) calendar days unless otherwise directed. Failure to return bins may result in replacement charges, continued billing, and legal action. AC Disposal reserves the right to retrieve bins from the service address without notice once service has ended. Unreturned bins may be treated as stolen property.

Bin Size Changes & Swaps: Each account is allowed one (1) free trash bin size swap per year (upsized or downsized), subject to availability. Additional swaps within the same year incur a \$25 swap fee, payable prior to exchange.

Payment: Invoices are issued on a monthly, quarterly, or annual basis and are due within the specified timeframe based on billing frequency. Monthly invoices are due within 10 days of the invoice date, while quarterly and annual invoices are due within 14 days of the invoice date. Payments may be made online, by phone, or by mail. By using our services, the customer agrees to these payment terms.

NSF (Non-Sufficient Funds): A \$25 fee applies to returned checks or declined card payments.

Late Payments & Delinquent Accounts: Late accounts may incur a \$15 fee. Accounts more than 10 days past due (monthly) or 15 days past due (quarterly) may be subject to service suspension and bin removal. Service reinstatement requires payment of all past-due balances plus a \$35 restart fee. Accounts referred to collections or legal action may be charged reasonable attorney fees, court costs, and collection fees.

Once an invoice becomes past due, payment by mailed check or bank account (ACH) will no longer be accepted. Payment must be made by card. If a check or bank payment is submitted after the account is past due, service will remain suspended until the payment has fully cleared. Accounts will not be reinstated, and service will not resume, until cleared funds are received.

Customers enrolled in auto pay are responsible for maintaining a valid payment method. We are not responsible for declined, voided, or expired cards. Failure of an auto pay transaction does not waive late fees or prevent the account from becoming past due.



Vacation Credits: Vacation service suspensions require a minimum of two weeks' notice. No credit is issued for suspensions shorter than two weeks or longer than one month.

Refer a Friend: Refer a friend and receive a \$10 credit after they have used our services for one month.

Start-Up Cost: A \$35 start-up fee applies before service begins.

Cancellations & Refund Policy: Cancellation requests must be submitted at least 30 days prior to the final service date. Payments for services beyond the notice period will be refunded by check. Taxes and fees are non-refundable.

Limitation of Liability & Property Damage: AC Disposal is not responsible for damage to driveways, curbs, irrigation systems, decorative concrete, mailboxes, or landscaping. Customers are responsible for ensuring clear and safe access to bins.

Account Responsibility: The account holder is responsible for all charges, compliance with service rules, and the actions of tenants, guests, or occupants at the service address.

Subject to Change & Governing Law: Policies are subject to change without notice. Continued use of AC Disposal LLC's services following updates confirms acceptance of revised terms. This agreement is governed by the laws of the State of Texas.

Thank you for choosing AC Disposal. We appreciate your business and look forward to serving your community.