

TERMS OF SERVICE

July 2021 Update

THANK YOU FOR YOUR BUSINESS!

A lot has changed over the past year. With that being said, we have reviewed and updated our terms of service. While there are no major changes, we would greatly appreciate you taking the time to review the following so we can continue to provide the best service possible.

USE OF CANS

- Please put Cans out the night before your scheduled pick up day. Our route's start early and change often.
- Please bag your garbage.
- Any garbage that is outside of the cans is subject to a \$5 charge added to the next invoice.

HOLIDAYS

The following dates may affect your pick up day: Labor Day, Memorial Day, Independence Day, Christmas, and New Years. You will be notified beforehand if there is a change.

LATE PAYMENTS

- Late invoices are subject to a 2.5% fee after 7 days of being overdue.
- Suspension of services will occur once an invoice is 14 days overdue.
- Discontinuation of services will occur once an invoice is more than 60 days overdue.

LOST, STOLEN, OR DAMAGED CANS

There is a \$150 fee per can that is lost, stolen, damaged, or not returned in working order.

DISCONTINUED SERVICE

If you choose to discontinue service, please notify us via phone, email, or letter. We reserve the right to discontinue service at any time.

PROHIBITED ITEMS

- Liquids including gasoline & oil, major appliances, batteries, hazardous/septic/medical waste, tires, explosives, pressurized cylinders, asbestos, and paint cans.
- Please avoid throwing away liquids of any kind. Once they are compacted in the truck, they become free flowing.

PRICE ADJUSTMENTS

You will be notified 30 days prior to any change in price taking effect.