

1. Services Provided

We provide waste removal, clearance, and disposal and hire services as described in the agreed quote or message. Waste includes general household, garden, trade, commercial, industrial waste. Hazardous items (e.g. paint, fuel, asbestos) may incur extra charges or be refused.

2. Quotes & Pricing

All quotes are valid for 14 days unless otherwise stated. Prices include uplift, labour, commercial disposal, tool hire, logistics and other miscellaneous charged unless stated otherwise. Extra charges may apply if:

- Items not listed at time of quote are added
- Access is more difficult than described (e.g. more stairs, blocked entry)
- Hazardous or oversized items are included

3. Payment Terms

- Payment is due on completion unless otherwise agreed in writing where it must be paid within 14 days.
- We accept payment via cash, bank transfer, or card.
- Late payments may incur a £25 admin fee and interest of 8% per month in line with the Late Payment of Commercial Debts (Interest) Act 1998.

4. Cancellations

Jobs cancelled with less than 24 hours' notice may be charged a fee of £50 to cover lost time and fuel costs.

5. Waste Disposal

All waste is disposed of in accordance with SEPA (Scottish Environment Protection Agency) regulations. A waste transfer note can be provided upon request. We hold a valid waste carrier licence.

6. Liability

We are not responsible for:

- Damage caused by items not properly disconnected (e.g. plumbing or electrics)
- Hidden infestations or hazardous materials unless made aware in advance
- Items left behind by accident after clearance (please check before we leave)

7. Customer Confirmation

By agreeing to our quote, you accept these Terms & Conditions.