



YOUR TRASH SERVICE

FREQUENTLY ASKED QUESTIONS, CREDIT TERMS AND OTHER IMPORTANT INFORMATION

Thank you for choosing us as your favorite trash company. We value and appreciate your business and look forward to a long working relationship with you. To help better serve you, we have outlined some of the key features of the service plan you selected along with important billing and credit information.

WHEN WILL MY TRASH BE PICKED UP?

We will be picking up your trash on the days we agreed. "Bi-Weekly" means every other week. To eliminate reasons your trash could become scattered; because of birds, dogs, animals, wind, etc., our drivers make every effort to be consistent with your route pickup time. Occasionally, unforeseen circumstances can alter these times so we recommend that you put your trash out no later than 7:30 AM of your route pickup day so we don't miss you.

WHAT ARE MY RESPONSIBILITIES?

We ask that you PLEASE BAG ALL LOOSE TRASH for health and environmental reasons. This also keeps trash from blowing out on windy days during the dumping and transferring process. It is your responsibility to provide unrestricted access to all trash containers; including snow removal from access roads and from around containers. You are also responsible for any loss or damage to containers that we provide to you; and to not paint or alter containers in any way.

WHAT HAPPENS IF I MISS PUTTING OUT MY TRASH ON TIME?

So you can know when we were there, our driver notes the time and turns it in to our office at the end of his route. To keep down costs to our clients, we will ask if your trash can wait to be picked up on your next scheduled pickup day. If for some reason it can't wait, we will make other arrangements with you at that time but additional charges could apply.

HOW MUCH TRASH IS INCLUDED WITH MY SERVICE PLAN?

At first, many clients don't realize that we also have to pay to dispose of their trash at the waste station or landfill. We pay based on volume and weight so the more trash we take to them; the more we have to pay. To keep your costs down, we have based our prices on the volume size and average weight of the container(s) you selected. Our standard service plan price includes 100 gallons of trash per each scheduled pickup as follows:

THREE (3), LARGE, THIRTY-THREE GALLON TRASH BAGS OR EQUIVALENT SIZE CONTAINERS, or EIGHT (8), SMALLER, FIFTEEN-GALLON TRASH BAGS.

WHAT HAPPENS IF I HAVE MORE TRASH OR LESS TRASH THAN MY PLAN COVERS?

Extra trash charges are based on a "per each pickup" basis and are not "averaged" over any time period. If you have extra trash in excess of the amount covered by your plan during any single pickup, we charge you a slight additional fee to haul and dispose of it. There are no credits or refunds: 1) If you put out less trash than your plan covers, 2) If you don't put out trash at all during any pickup, 3) If we can't access the trash container. For extra trash, we presently charge \$2.00 for each additional 33-gallon bag or equivalent size container. Extra dumpster trash is measured in cubic yards and the price varies depending on your service area. We will mail you an invoice immediately for any extra trash we pickup but you can wait to pay these additional charges when they appear on your next regular monthly billing statement. You don't need to send us separate payments.

WHAT IF MY TRASH CAN'T BE PICKED UP BECAUSE OF SNOW OR OTHER REASONS?

It usually doesn't happen that often, but if it does: 1) If the reason will only delay us for one day, we will treat it like our holiday schedule and pickup your trash on the day following your regular route day. 2) If the reason will delay us for more than one day, we will pickup your trash on your next regularly scheduled pickup day.

WILL MY ACCOUNT BE CREDITED IF MY TRASH IS MISSED?

Not generally because we will be picking up any missed trash at your next scheduled pickup time. If the amount of trash previously missed doesn't exceed the amount covered under your plan, there won't be additional charges to you.

WHAT TYPES OF TRASH ARE NOT ALLOWED?

Items specifically not allowed are: scrap lumber, scrap metal, items containing refrigerants, hazardous waste items, asbestos, chemicals, batteries, oil, paint, tires or other items that are corrosive, explosive, flammable, radioactive, volatile; bio-hazardous, bio-medical, infectious or toxic. Concrete, dirt, tile, rock, brick, asphalt shingles, manure and other excessively heavy items are also not allowed. Fires and hot ashes are not allowed in our containers.

DO YOU PICKUP TRASH ON HOLIDAYS?

We do not pickup on the following national holidays: New Years Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. Trash pickup service during any week with these holidays will be delayed one (1) day for all days that FOLLOW the actual holiday; Monday will be picked up on Tuesday, Tuesday on Wednesday, etc; Friday will be picked up on Saturday. No other holidays will cause a delay in our normal pickup schedule.

CAN I PUT MY ACCOUNT "ON HOLD" WHEN OUT OF TOWN, ON VACATION, ETC?

Yes. Simply call and tell us. We'll put your account "On-Hold" and stop all billing charges until you call to resume your service.

HOW WILL I BE BILLED?

CREDIT CARD AUTO PAY CLIENTS

If you are a *Credit Card Auto-Pay Client*, we bill in advance for the month, on or about the third day of each month, depending on weekends and holidays.

To become a *Credit Card Auto-Pay Client*, simply let us know that you want to become one. We accept MasterCard, Visa and Discover credit and debit cards. We keep your card number securely on file and automatically process your card each month. Your account always stays current while you save money, time and postage.

MONTHLY BILLING CLIENTS

If you are a *Monthly Billing Client*, we bill in advance for the month, on or about the 15th day of the prior month, depending on weekends and holidays. All monthly charges are due in advance, on the first day of each month but we allow a grace period until the last day of the month before we consider the charge *Past Due*. This means that you have until the last day of the month due for getting your payment to our office for posting to keep your account open and your trash service uninterrupted.

WHAT HAPPENS IF MY ACCOUNT BALANCE BECOMES PAST DUE?

Because we have extended an open credit account to you for our services, it is your responsibility to keep your account balance current with us and to pay for any collection costs. Collection of past due accounts increases the cost of doing business and we don't believe it's fair to pass on these costs to the many faithful clients who always pay promptly.

If for some reason you aren't able to pay your bill before the end of the grace period, please call us immediately. We value your business and a simple phone call is all it generally takes to keep your account open and your trash service uninterrupted. We will accept all good-faith payment arrangements but if we don't hear from you by the end of the grace period, your trash service could be suspended and we'll pickup our container. If we are unable able to pickup our container because you haven't made it available, we will invoice you for it at the new replacement cost. We are happy to reopen most closed accounts when the account balance has been brought current but we usually charge to re-deliver any trash containers.

Any amounts owed on a closed account are still due and payable to us within fifteen (15) days from the date the account is closed. If the account is still delinquent after the fifteen (15) days has elapsed and we haven't heard from you to make payment arrangements, we will begin the collection process. Collection processing fees for our administrative costs will be added to your account as we incur them and these fees can be in addition to other collection costs. The collection process can also include the filing of a Mechanics Lien on the property where we performed the service.

WHAT HAPPENS IF MY CHECK OR CREDIT CARD "BOUNCES" BECAUSE OF NON-SUFFICIENT FUNDS?

A \$25.00 processing fee can be charged to your account each time a check is returned to us for non-sufficient funds, or a credit card transaction fails.

CAN I CANCEL MY TRASH SERVICE AT ANY TIME?

Absolutely! We have only three simple conditions: 1) That you give us as much notice as possible because we don't make partial month refunds; 2) That you either personally speak to one of our customer service representatives or notify us in writing, and 3) That you settle any outstanding account balance at the time of cancellation. There are no binding contracts, no automatic renewal clauses and no cancellation fees. You always get *guaranteed performance* from us by being able to cancel anytime that we don't deliver our services as promised.

PLEASE CALL US WITH ANY QUESTIONS OR SUGGESTIONS AT (719) 686-7517

Thank you. We appreciate your business.