

# **Bulky Waste Collection Terms and Conditions**

## **1. Using the bulky waste booking service:**

1.1 This service is for residential properties only, this service will not collect commercial waste generated from a business /contractor.

1.2 Items for collection to be from one property only.

1.3 Items must not contain any hazardous materials, for example biological waste or asbestos.

1.4 Bookings are not confirmed until payment has been made.

## **2. Preparing your items for collection**

2.1 Items must be freestanding, visible and dry on collection.

2.2 Items for collection must be presented within the boundary of your property in the location you provided on the online service request form (Please note; collection staff will not enter homes, garden outbuildings, sheds or garages).

2.3 All gates or access points must be unlocked with clear access to the items for collection.

2.4 Ensure that all items for collection are safe (e.g. securely taping up doors and loose wires, etc.).

2.5 Larger items, such as fridges, wardrobes must be emptied and not contain other waste materials or items. Reclining sofas must be dismantled, with pieces able to be carried by 1 person.

2.6 Items must be presented separately for collection, no items can be stored inside one another.

## **3. The day of collection**

3.1 Collection staff will only remove items on the list from your online booking form that you have already paid for, which are displayed in the correct location. Extra items (including those booked for a separate delivery) will not be removed. Staff may request to see your booking confirmation email to confirm details of items booked.

3.2 Collection staff will not take payment on the day.

3.3 Items must be placed in the location indicated on your booking form by 7am on the day of your scheduled collection.

3.4 Residents are responsible for the condition of items up until the collection staff arrive at your property.

#### **4. Issues with collections**

4.1 Once a booking has been made and payment taken you will not be able to cancel or amend and no refunds will be offered.

4.2 If the crew are not able to access your property due to reasons outside of your control (for example road works, no access, weather conditions) you will be contacted with a rescheduled date within 2 working days. No refunds will be offered.

4.3 If the crew arrive at your property and the items are not presented, visible, safe and dry your order will be cancelled, with no refund offered, and you will need to rebook.

4.4 If a third party removes your waste, whether instructed by yourself or not, no refund will be given.