

# Terms and Conditions - GREEN WASTE

## WHAT IS GREEN WASTE ?

**Green waste is plants, twigs, leaves, grass and cuttings**

**Green waste is NOT large logs, soil, stones, bricks, hardcore, plastic and wood**

**We will charge you a labour fee of £20 per bin that requires sorting on collection due to contamination of non green items**

### Estimates

- 1 Any estimates that are given are given with the best of our ability and with best endeavours
- 2 If we come out to you to and give you a fixed quote, it is binding unless there are unforeseen circumstances
- 3 If you submit photo's or we estimate a job on a telephone call or email, we reserve the right to make a change to that if the details given were not accurate or items were hidden/bags full of rubble etc were previously undisclosed or heavy items are revealed
- 4 If we are collecting paving stones or slabs all hardcore or concrete stuck to them must be removed as this would not have been taken into account when pricing the work unless already stated. A surcharge may therefore be applied for additional weight

### Point of Collection

- 1 Our rates given for collection unless otherwise agreed or stated are to collect and load our vehicle from a point close to the items to be removed, close does not include the end of a garden or through an awkward route unless we have agreed this via a visit.
- 2 If we arrive and we cannot get the vehicle close to the point of collection and it has not been already agreed in the estimate, we reserve the right to charge a labour fee. Labour fees are £30.00 per 30 minutes (Team of 2)

### Wheelie Bins

- 1 Please note that our wheelie bins are loaned on a fair use policy, they should be filled collection arranged within 4 weeks of them being dropped off.
- 2 A bin rental charge of £5 a week per bin will be levied against bins that are not collected within 4 weeks
- 5 **Bins are the responsibility of the customer at all times**
- 4 **Damaged, broken or lost bins are fully chargeable at the rates published on our website at the base of the price list for wheelie bins**
- 5 Bins must only be loaded per agreement at the time of booking, if bins are overloaded or for instance soil is mixed with greenwaste, the higher charge for that bin will be applied
- 6 Hardcore and soil must only be loaded to a maximum 2/3 capacity into 240 litre bins due to weight in handling
- 7 Hardcore or soil bins MUST be located on hard flat surface where they can be wheeled directly to our vehicle

### Payment

- 1 Payment must be made on presentation of our invoice or when requested.
- 2 Payments that are not made after 30 days of chasing will automatically incur an administration charge of £30 for one final chase before being submitted to collection. Collection charges will added at cost from collections agency  
Should a bill be submitted to collection, the Client will be informed immediately and at that point all collection fees will be added to the debt
- 3 Interest will be added at the rate of 8% above the bank base rate per annum

### Cancellation

- 1 Things crop up and we understand that, however any job that cancels with less than 24 hours notice MAY incur a cancellation charge for the labour that has been assigned to that project, on that day to cover our costs. This is at the discretion of the management

### Hazardous Materials

- 1 If you have loaded hazardous materials into a bin, bag, box or other, and we have removed it unknowingly, we fully reserve the right to return it to you at you cost.

Regular price list - October 2023 Revision 9