

TERMS AND CONDITIONS

1. The Council agrees to undertake the collection and disposal (where possible by composting) from supplied 240 litre wheeled bin/s from address specified. (Minimum of 24 fortnightly collections per 12 month subscription)
2. The 12 month subscription period will be calculated from the first available collection date.
3. Bins must be left for collection at the normal bin collection point by 6.30am on each collection day. The collection routes are planned within a tight schedule, collection times can vary considerably depending on the number of bins presented for collection throughout the year. Return visits cannot be made to properties. The time the collection crew visit a property is recorded if a bin is not out for collection.
4. The Council reserves the right not to remove waste which is not as specified, dangerous, or likely to damage the wheeled bin or the collection vehicle. It is the householders' responsibility to ensure that contents presented for collection conform to being only green garden waste that can easily be emptied from the bin. It must not be contained in any types of bags or sacks.
5. The bins supplied under this agreement are provided on a for-hire basis only and ownership remains with the Council at all times. The Bins shall be stored in a safe and responsible manner and must be suitably presented for ease of emptying on collection day. Additional loose waste will not be collected. Any loss or damage to the wheeled bins, however caused, excluding reasonable wear and tear, is the responsibility of the Hirer.
6. No waste other than that contained within the Brown Bin will be removed.
7. The Council reserves the right to revise collection schedules to accommodate public holidays and circumstances outside its direct control.

The Council must be informed if the Hirer moves from the address stated overleaf and the Hirer will inform the Council of his new address. (Bins may, at the discretion of the Council, be taken by the hirer to a new address within the Babergh or Mid Suffolk District, but the Council must be informed so that future collections can be arranged).

REFUND POLICY

Refunds will be given at the discretion of the Council and will apply during the first 3 months of the current subscription period only. A charge for the collection of the bin and the cost of collections that have been available will be deducted from the original subscription fee paid.

No refund will be made for cancellations made after the first 3 months of current subscription.