

## Welcome to MN Bin Bath



# What You Need To Know As A New Customer



## 1 When Will I Learn The Day My First Visit is Scheduled?

Within 48 hours of your sign up, the date of your first scheduled bin cleaning will get emailed to you. It will be the day after your hauler empties the bins.

## 3 When Will You Notify Me Of The Next Visit in My Recurring Visit Plan?

You'll receive an email reminder 7 days before the visit, as well as both email and text reminders the day before our next scheduled visit. Please let us know at least a day in advance if your bins can't be available, or simply select a different day in your customer portal.

## 5 Anything Else I Need to Know Before I Get Started?

We're a "day after" service: if your waste is collected on Wednesday, we come on Thursday. Please don't add new waste after your bins are emptied. You don't need to be home during our service visit, but feel free to say hi if you are! :)

## 2 When Will My Credit Card Be Charged For an Auto-Renewal?

For any recurring subscription plan, your credit card will be charged 7 days before your next scheduled visit.

## 4 What Happens When Winter Comes?

We'll email and text you if and when we shut down due to freezing temperatures. Your subscription will be "paused" until it warms up. During a winter heatwave, we may contact you about a possible cleaning.



## Are There Any Stains You Can't Overcome?

We're proud of our results. Our customers are typically ecstatic after our visits. But some issues we may not fully remove include discolorations, stains (like oil), scuffs, and embedded debris.

### Examples of Permanent Stains:



## What Do I Need To Know About "Bin Hygiene"?

We clean bins well. Damn well. But some stains, scuffs, and scents may persist despite our efforts.

Plastic bins can permanently absorb odors due to their porous nature, especially in warm weather.

Multiple cleanings may be needed for lasting results. Like personal hygiene, ongoing bin cleanliness reduces mess and odor.

## Terms & Conditions

You confirmed you read and agreed to the following:



Please read through the following to ensure you are aware of important details regarding your bin cleaning sign up:

- **MONTHLY, QUARTERLY, AND BI-ANNUAL PLANS ARE SUBSCRIPTION PLANS, WITH RECURRING PAYMENTS.** We will automatically take payment for your next set of services 7-DAYS before your next scheduled visit. This will continue unless you cancel your subscription within the Customer Portal, or contact us about canceling service.
- **We will schedule you for your cleaning one day after your regular scheduled garbage/recycling pickup days.** You will be notified the day before, as well as the day of any cleaning. You will receive notification of your first scheduled bin cleaning date within 48 hours of your sign up. We try to get your first clean in as soon as possible after your sign up, but in certain scheduling circumstances, your first clean might be 2-6 weeks out. Please provide us with a note if you desire ASAP, or if you are open to whenever it best fits in our schedule. We will try to accommodate to requests, though cannot guarantee we will be able to.
- **Our services get paused during the winter months** when temperatures are below freezing or in rare other inclement weather conditions. Any services you have in the queue will be completed the next scheduled time period that weather allows. This might mean you are carrying a cleaning or two through the winter months into the following spring.
- **OUR CONTACT EMAILS TO ALLOW THROUGH SPAM FILTERS:** Please ensure donotreply@mail.jobatory.com, mike@mnbinbath.com, and alex@mnbinbath.com are emails that are allowed and are not sent to your spam filter. donotreply@mail.jobatory.com is the email you will receive scheduling information from.
- **There is a 3-service minimum for Monthly subscriptions and a 2-service minimum for Quarterly and bi-annual subscriptions. By proceeding to pay, you are accepting the terms above.**