

General Terms and Conditions – Wheelie Bins

L M & K J Leigh, trading as Cambridge Hire Bins Terms and Conditions.

Here is everything you need to know about hiring our bins and using our services ordered through our website, via email or over the phone.

1. Making orders

When you place an order with us, you agree to use our services on a regular, ongoing basis until you cancel in accordance with clause 6. You agree to leasing and maintaining the bin, as property of Cambridge Hire Bins. Our frequency options are weekly, fortnightly and four weekly.

2. Delivering your bin

When booking/starting the service we will organise a delivery date of the wheelie bin with you.

3. Scheduled collections

We will empty your bin on the scheduled collection date, or within two working days after your scheduled collection date if there is a public holiday. For any changes around public holiday we will put information on our website and Facebook page or via email. The wheelie bin must be placed curbside unless otherwise agreed.

4. Charges

Our price is determined by the frequency of the service. Our prices include GST. For any pricing updates we will notify you via email.

5. Payment

You can pay six monthly in advance or monthly in arrears by manual or automatic payment, controlled by you from your bank account.

- i. **Invoicing.** Our invoices are due on the 20th of the following month. If you are overdue on your payments we reserve the right to stop collecting your bin. If we do not receive payment from you we reserve the right to remove the bin, or charge for the cost of the bin as well as the collections in arrears.

6. Cancelling your service & moving house

The minimum term is 3 months service at the quoted rates, for any shorter periods a casual rate will apply. You may cancel your service at any time. To remove the bin it will need to be placed on the curbside.

- a. If you are moving house please inform us as to if you would like to take the bin with you to your new address or end the service. The bin is leased to you personally and not the address, please do not leave the bin for a new tenant without prior arrangement.

- b. **Missed collection**

If we turn up to do the service and the bin is not out, the charge will go ahead. We are happy to make up the collection when next in the area for no extra charge.

- c. **Using and looking after your bin**

Please DO:

- i. Put your bin out by 7am on the day of your collection.
- ii. Place your bin on the grass verge or berm closest to where our collection vehicle passes, so the wheels are closest to your house and the lid is closest to the road. Make sure the bin is clear of trees and other obstructions like parked cars or street light poles.
- iii. Contain all the waste inside your bin without letting it spill over, and ensure the lid is closed.
- iv. Ensure your Garden Waste bin contains approved organic waste as outlined in clause 9 below.

Please do NOT:

- i. Light fires or place hot embers or hot ash in the bin.
- ii. Put any liquids or explosive, toxic, dangerous, hazardous or noxious materials in the bin. This includes materials like asbestos, acids, solvents, paints, unwrapped broken glass, minerals, grease or cooking oil, or concrete or any other solid materials that will not compact i.e microwaves.
- iii. Fill the bin to overflowing.
- iv. Allow the waste in your bin to exceed 50kgs.

- d. **Garden Waste**

If you have signed up for Garden Waste services, the following additional terms apply:

- i. Please ensure your Garden Waste bin only contains approved organic waste. We cannot accept bamboo, flax, dirt or soil, rocks, household rubbish, newspaper, old compost, cooked food, woodchips or stumps or branches bigger than 100mm in diameter in the Garden Waste bin. Bins containing any forbidden material will not be taken as this cannot be composted successfully. Bins will not be collected if forbidden materials are in the bin.
- ii. In some areas you may be able to order extra collections in addition to your scheduled collections by contacting us in advance. These extra collections will be charged for at the rates applicable at the time. If you arrange for an extra collection, you cannot postpone your next regular collection.

e. Extra Waste/Extra collections

If you have additional waste out that doesn't fit in your bin we will assume that you would like us to remove that as well as the waste in your wheelie bin. In those instances we reserve the right to charge for the additional waste.

- If your bin is out not on your collection day we will charge an extra collection charge.
- If you would like us to collect extra waste please put it in black bags.

f. On-property collection

i. On-property collection may be offered in some regions.

ii. If we are providing on-property collection, please ensure the placement of the bin(s) is accessible by a truck

iii. We reserve the right to refuse on-property collection.

g. Liability

You will be liable to us for any damage to our bins whilst in your possession, fair wear and tear excluded, and for any liability we incur as a result of you not complying with these terms.

h. Making changes

a) Changes to Terms

From time to time we may need to change these terms, including adding new ones. We want to make sure we're acting reasonably and in good faith. If any changes we make could have a detrimental impact on you, we will give you at least 28 days' notice of the change by emailing you and publishing the change on our website. Continuing to use our services after being notified in this way indicates you accept the changes. If you do not agree to the changes, you have the right to terminate this agreement.

b) Changes to Charges

We may change our prices from time to time. When we increase the prices for your services we will give you 28 days' notice by emailing you.

c) Changes to Services

We may change our services from time to time. If the change is within our control, we will provide you 28 days' notice of such alterations by emailing you and by publishing the change on our website.

15. Privacy

You authorise us to collect, keep and use personal information you provide to us to process payment for our services, or for any other purpose that you authorise. We comply with the Privacy Act 2020, and you have the right to access and correct any personal information we hold about you (there may be a reasonable charge for this).

* In these Terms, "us" "our" or "we" means Cam bridge Hire Bins (the owner of this website), and "you" means our customer, who purchases services from us on this website.