

Terms and conditions:

Thank you for ordering from Easy Bin. It is our aim to provide an efficient and friendly service to all our customers.

As you will already be aware payment for our bag(s) and service is made on delivery of the bag(s) not collection. We would be extremely thankful if you could read the following:

If you have any queries or concerns, please do not hesitate to contact our team at any time.

The bag(s) supplied to you remains the property of Easy Bin at all times.

By ordering and accepting delivery of our bag(s) you agree that you will arrange collection of the filled bag(s) and any unused bags by Easy Bin only. No other company or third party is authorized to collect our bags. Easy Bin can be contacted on 0345 241 6055 or 07596 325 178.

All our trucks are sign written 'Easy Bin' (Black and orange). We do not operate trucks under any different company name or run any other trucks which are not sign written with our logo. If any bags delivered to you are taken away by a third party, you will not be refunded your original payment to cover the cost of the bag. We keep records of all our bags on a secure system to help us track the whereabouts of all bag(s).

Should we need to increase our prices due to factors outside of our control, such as waste disposal and fuel costs the customer agrees to pay the current price as advertised.

If you have any queries, please do not hesitate to contact us. We are here to help and our friendly office staff will be able to assist you with any queries. Alternatively, you can visit our website www.easybinrubbishremoval.co.uk which contains answers to frequently asked questions or you are able to call us on 0345 241 6055.

Other points:

If the bag is filled with any uncontrolled or hazardous waste we reserve the right to return such waste to the customer and to make extra charges accordingly.

We reserve the right to return/make additional charge for any waste not normally accepted, e.g. fridges/tyres/freezers/air conditioning units/televisions/computers/mattresses.

By booking a bag for collection the customer confirms that they have legal access rights to the property and as such grant us permission to access the

property to remove bag(s).

Bags must be placed on private property within 2 metres of the public road, please avoid locations where there are clear obstructions e.g. trees, telephone lines etc.

Bags should be loaded always in a safe manner and style which shall not endanger our staff or the public we take health and safety very seriously. We reserve the right to refuse to lift a bag in order to make any load safe, which may involve removing items, as we see fit.

If we are required to leave the public highway to retrieve a bag, the customer is liable for any damage caused to any property or vehicles.

We will not accept any liability or claims for any damage, including scratching or marking of any surface. Our drivers are experienced and well trained, however we recognise that accidents can happen and we have suitable insurance cover in place. However we will not accept liability for broken manhole covers, damage to underground drainage, utility services, damage to property (i.e. driveways, lawns trees, fauna and turf. etc.) that is not constructed to highway specification and damage to concealed (or otherwise) overhead cables.

We advise customers to think about the siting of the bag in relation to obstacles such as garden walls, fences, soft ground and most importantly local authority property.

Our drivers may ask you to sign a disclaimer if they have any concern over the siting conditions.

It is important for you as a customer to be aware that if you choose to place the filled bag(s) on the highway, you must speak to Hampshire Highways Authority for advice on any licensing which may be required by them.

Easy Bin is not responsible for the location and placement of the bags once they have been filled. Should you need to contact the Highways Authority log on to www.hants.gov.uk. Alternatively you can ring Hampshire County Council on 0845 603 5638.

We thank you for taking the time to read this information.

The Team at Easy Bin