

# Clean Wheelie Bins Terms and Conditions

Clean Wheelie Bins undertakes to provide the following service:

- *To clean /waste/recyclable /compost bins subject to the conditions set out hereunder*

## 1. General

- 1.1 Clean Wheelie Bins should be informed at least 14 days in advance of any changes in customer details or if your waste company changes your schedule
- 1.2 It is the customer's responsibility to ensure that Clean Wheelie Bins has correct and current contact details. Should a customer move home and no longer require our service at a new address, notification must be given to Clean Wheelie Bins within four weeks of the last subscribed clean.
- 1.3 It is the customer's responsibility to ensure their bin is adequately marked and identifiable.
- 1.4 It is the customer's responsibility to ensure their bin is left out after the bin has been emptied so that it can be cleaned.
- 1.5 Failure to comply with 1.3 & 1.4 may mean Clean Wheelie Bins is unable to clean your bin and may therefore result in loss of a cleaning credit.
- 1.6 If any rubbish remains in the bin after the refuse collection, it will be at the operative's discretion as to whether cleaning can be carried out.
- 1.7 If the operative decides to clean the bin then any rubbish that is removed from your bin will be placed in a tied bag and returned to your bin.
- 1.8 If your bin is unavailable for cleaning on a scheduled cleaning day at least 12 hours advance notice must be given to Clean Wheelie Bins in order to preserve your cleaning credit.

## 2. Services & Schedule

- 2.1 We provide a service for domestic and commercial customers in Limerick City and a radius of 20km
- 2.2 The Health & Safety of our employees is our priority and from time to time we may have to use our discretion in providing a service to ensure the safety of our staff.
- 2.3 Clean Wheelie Bins cleans bins on a four-weekly cycle. We provide a Monthly, Bi-monthly (every 2 months), Quarterly (every 3 months) and a Once off service. Bins will be cleaned the day they are emptied or the following day.
- 2.4 Clean Wheelie Bins will send a text reminder to customers the day/evening before their scheduled clean.
- 2.5 If your bin is going to be unavailable for cleaning on a scheduled cleaning day, (i.e. holiday's, not emptied), a reply by text, an email or a call must be made to Clean Wheelie bins within 12 hours to avoid being charged
- 2.6 Our service is unavailable for 2 weeks at Christmas (Starting at the last Friday before Christmas) and 2 weeks in the summer (last week in June and the first week in July)
- 2.7 If any rubbish remains in the bin after the refuse collection it will be at the operative's discretion as to whether cleaning can be carried out. If the operative decides to clean the bin any rubbish removed will be bagged up and returned to the customer.

- 2.8 We cannot clean a bin if it is contaminated with paint, excessive amounts of grease and oil, or Cat & Dog faeces
- 2.9 In the event that we are unable to clean your bin, advanced notice will be given where possible offering an alternate date.

### **3. Subscriptions & Payment**

- 3.1 We provide a Monthly, Bi-monthly (every 2 months), Quarterly (every 3 months) and once off service.
- 3.2 Payment for the service must be made in advance at the time of the booking
- 3.3 Clean Wheelie Bins will issue the customer with a re-subscription notice on the day of the last subscribed clean.
- 3.4 Renewal of subscription must be made 4 weeks before the next scheduled clean.
- 3.5 Customers have the option to pay securely over the phone or online.
- 3.6 Clean Wheelie Bins plans the schedule so customers are allocated sufficient time in order to get their bins cleaned. Customers will be charged the full amount for each clean on that day if customers fail to notify Clean Wheelie Bins as per 1.8 & 2.5 above. The easiest way to avoid this is to make contact with us on 0852525971 after receiving the text reminder.
- 3.7 At least 12 hours advance notice must be given to Wheelie Clean in order to avoid being charged

### **4. Cancellations & Terminations**

- 4.1 Subscriptions are valid for as long as the customer is paid. If a customer cancels mid-subscription, no refund will be given.
- 4.2 Customer has the right to change their mind up to 24 hours before their first subscribed clean after the initial sign-up. A refund will be made via bank transfer or back to the debit/credit card where the initial payment was made.
- 4.3 Clean Wheelie Bins reserves the right to cancel or refuse any subscription.
- 4.4 If the customer does not wish to subscribe for further cleaning, notification must be given to Clean Wheelie Bins within four weeks of the last subscribed clean.
- 4.5 In the unlikely event that Clean Wheelie Bins is unable to clean your bin (s) advanced notice will be given and where possible any cleaning credits will be preserved or refunded.
- 4.6 In the event of a customer relocating, subscriptions may be transferred to the new address where possible.
- 4.7 If it is impossible to transfer the subscription to a new address, a refund of the remaining subscription fee will be arranged if advance notice is given to Clean Wheelie Bins
- 4.8 Cancellations or changes to subscriptions can be made to us by email at [info@cleanwheeliebins.com](mailto:info@cleanwheeliebins.com) or by phone/text on 0852525971

**By using our service, you are agreeing to the Terms and Conditions above. If you have any queries, please get in contact with us on by email at [info@cleanwheeliebins.com](mailto:info@cleanwheeliebins.com) or by phone/text on 0852525971**