

Chef Container

Refuse & Recycle Program Terms & Conditions

Private Roads

When a single home or group of homes is located on a "private road", it is the responsibility of the home owner to place the refuse & recycling container at the closest county road intersection in order to participate in the curbside recycling program. The contractor can make exceptions for roadways that are determined passable based on width of roadway, grade, acceptable turn-around or exit to main road, winter plowing standards, etc. Furthermore, the contractor makes no guarantee to access any private roads and will not perform collection of recycling or return for collection on roads they determine are unacceptable. The following parties agreed to hold harmless the contractor for any claims of excessive wear and/or damage to private roads as multiple trucks, buses and other vehicles also travel these private roadway; said parties include county government, local governing authorities, home owners and their associations.

Definition: A **private road** is a [road](#) (not a private driveway) owned and maintained by a private individual, organization, or company rather than by a government. Consequently, unauthorized use of the road may be considered [trespassing](#), and some of the usual rules of the road may not apply. The most common type of private road is a [residential road](#) maintained by a [homeowners association](#), [housing co-op](#), or other group of individual homeowners. These roadways are frequently not constructed in line with the same standards as county roadways and may not be accessible by the recycling contractor.

Cart/Container Ownership

The container ownership will reside with the contractor unless otherwise specified in the agreement with the governing authority. Any home owner who registers to participate in the recycling program accepts responsibility for the cart and agrees to notify contractor in the event they move from registered address. If the cart is unable to be retrieved from the registered home, the registering individual will be invoiced for the replacement cost of the container. Furthermore, the contractor shall be granted access by the home owner and the governing authority to any portion of a property in order to retrieve a container as long as the container is visible.

Termination of Services

If the individual and/or governing authority terminates the agreement with the contractor, the carts shall be removed from the registered participant's address on the last scheduled collection day. Any registered participant who doesn't have their cart(s) curbside for collection will be notified by e-mail, mail and/or phone of an alternate retrieval date. If after the 2nd attempt to retrieve the container is unsuccessful, the homeowner will receive an invoice for the replacement cost of the container and allowed one final cart retrieval date to resolve the invoice for replacement costs.

Billing

- All bills are mailed quarterly or annually and are due 10 days after the invoice date.
 - **Fuel surcharges** may apply to all billings.
 - **Finance charges** will apply 30 days after invoice date.
 - **Any past due invoices (over 45 days) will trigger STOP SERVICE...** If stop service occurs for non-payment a restart fee of \$25.00 will be added to your balance due.
- Payment in full will be required before service can resume.

Payments

- For your convenience, we accept **Visa, MasterCard, and Discover** for bill payment at both our office and through our website.

Fee's and/or Penalties

- **NSF charge of \$25.00** for a returned check and a \$5.00 charge to refund a credit card.
- **Cancellation** - If service is canceled within the first 90 Days of service there are no refunds available. Furthermore, if you are canceling your service prior to end of your current term certain restrictions apply to the availability of refunds.

Extra Trash - Additional bags may be collected and billed to your account at \$3.00 per bag or \$7.50 per personal container.. However any large items and/or excessive trash must be pre-arranged with the office prior to your collection day.

- **Tires** - Tires that are in your waste container will be billed to your account at \$10.00 per tire.