

SMART ENVIRONMENTAL LIMITED
Residential private subscription wheelie bin Terms & Conditions

In these Terms, "us" "our" or "we" or "SEL" means Smart Environmental Limited,
and "you", "your" or "the Customer" means our customer, who has purchased and received the 'Service'

Delivery

- We will deliver your wheelie bin within five working days of payment and confirmation of your Service order

Term

- The terms of this agreement commence on the date that the wheelie bin is first delivered to your address.
- The supply of the Service by us to you is controlled by these terms and conditions.
- The term of this agreement is reflective of your payment plan whether that be 6 or 12-months advance payments or in the case of a monthly direct debit there is an initial 12-month commitment to the Service.

Payment

- You agree to pay for your Service monthly by direct debit, or by using advance payments of 6 or 12-months by bank transfer or credit card payment
- We may adjust the fees from time to time and will supply you with written notice of any changes at least 15 Business Days' before the end of your Service billing period term.
- You will always remain liable to pay the Fees, including where the Equipment is not collected or is not full. This includes (but is not limited to) where we are unable to perform the services due to your actions or inactions.
- The price quoted for the Service in this agreement are inclusive of Goods and Services Tax.
- Prices are based on the physical service address stated on the front of this agreement and we reserve the right to vary the Price if that address changes during the term.
- If we have not received the fees by the due date, we may suspend the Service. Suspension of the Service will still render the you liable to pay any overdue fees.
- You are not entitled to a refund of any unutilised portion of the advance billing payment made

Services

- You agree to have your bin out by 7am on the day of collection
- You agree to ensure the wheelie bin is free of any possible obstructions like parked vehicles or electricity or phone poles.
- You agree to place the wheelie bin kerbside, closest to where our collection vehicle passes, with the bin handle being closest to the property and the opening of the bin lid road facing. That your waste will be safely contained inside the bin and the lid will be able to close.
- You agree that you will not compact the waste in the bin or exceed the permitted weight of 30 kilograms
- You agree that you will not place any of the following prohibited waste in the wheelie bin: Concrete, Batteries, Rocks, Hardfill, Cleanfill, Tyres, Solvents, Hot Ashes, Soil, Paint, Oil or Petrol and any other Hazardous items

Service Delivery

- Where your scheduled Service collection falls on a public holiday your collection day may change, and you will be notified accordingly.
- We will perform the Service and will exercise all reasonable skill and care in doing so. Where we cannot perform the Service, we will reschedule as soon as it is reasonably able to.
- Please ensure you update us of any email address changes during the term of your agreement so we can keep you informed of any Service day changes
- We do not accept any liability for damage to any surface area over which we are required to pass over to perform the Service.

Equipment

- Anything that is deposited in the Equipment becomes our property at that time, except for items set out in the prohibited waste list
- You will maintain the Equipment in a clean and tidy condition
- You will be liable for any damage that occurs to the Equipment while it is in your possession, excluding fair wear and tear.
- Where there is damage to, or loss of the Equipment you must immediately notify us and there may be a fee incurred in rectifying such damage or replacing lost Equipment.

Removal

- Should you wish to cancel your Service at the end of your advance payment or agreed Service team, please contact your local branch to arrange providing at least 15 business days' notice.

Privacy

- You authorise us to collect, keep and use personal information you provide to us to process payment for our Service, or for any other purpose that you authorise. We comply with the Privacy Act 1993, and you have the right to access and correct any personal information we hold about you (there may be a reasonable charge for this).