

Binwash UK Limited

Terms and Conditions – Please keep for future reference

1. Customers are requested to ensure that their bin is adequately marked and identifiable.
2. Customers are requested to ensure their bin is put out so that the council can empty it.
3. Customers are requested to leave their bin out after it has been emptied so that it can be cleaned (If you have an assisted collection, please inform us and we will collect and return the bin to its storage position for you).
4. Failure to comply with the above may mean that we are unable to clean your bin which will result in the loss of a cleaning credit.
5. 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 then any rubbish removed will be bagged up and returned to the bin.
6. If your bin is going to be unavailable for cleaning on a scheduled cleaning day please give at least 24 hours advance notice to Binwash UK in order to preserve your cleaning credit.
7. Binwash UK will notify the customer of the start date of the four-weekly cleaning schedule, thereafter it is the responsibility of the customer to make themselves aware of the cleaning cycle from the schedule provided, and make their bins available for cleaning on the correct days. Our cleaning round schedules are available on request.
8. It is the responsibility of Binwash UK to notify the customer of any changes to the cleaning schedule.
9. The subscription is based on signing up to our Direct Debit mandate or a one-off cleaning fee.
10. Binwash UK will continue to clean until instructed to stop.
11. If the customer does not wish to subscribe for further cleaning, notification must be given to Binwash UK within seven days of the last subscribed clean.
12. If the customer fails to respond, Binwash UK will clean the bin on the next scheduled cleaning day and will continue to charge.
13. In the unlikely event that Binwash UK is unable to clean your bin, advanced notice will be given where possible and cleaning credits will be preserved.
14. It is the customer's responsibility to ensure that Binwash UK has correct and current contact details.
15. If the Council notifies the customer of any change to the refuse collection please ensure that Binwash UK is aware of it.
16. In the event of a customer relocating, subscriptions may transfer to the new address where possible. If it is impossible to transfer the subscription a discretionary refund of the remaining subscription fee may be arranged.
17. Binwash UK reserves the right to cancel or refuse any subscription.
18. By using our service you agree to these terms and conditions.

2017