

Bulky Waste Collections – Terms & Conditions

1. Preparing for the collection

- 1.1.** Items must be placed as near to the kerbside as possible, where our collection vehicle can access them easily. Collections may be cancelled where the vehicle is unable to safely access the location.
- 1.2.** If placing your item/s on the pavement will block it, you may place them just inside your property boundary, but they must be as close to the kerbside as possible.
- 1.3.** Items must be at the agreed collection point by 7am on the day of collection.
- 1.4.** Items that can be separated will be classed as two separate items - for example a corner sofa that can be taken apart would be two items.
- 1.5.** Any gates should be left unlocked, dogs should be kept inside the property and parked cars should not hide the items or block safe access to them.
- 1.6.** Items that can get heavy when wet (for example mattresses and sofas) should be kept dry prior to collection, so that they can be safely lifted. If the items are too heavy, we may not be able to collect them, and no refund will be given.
- 1.7.** Items such as carpets or broken furniture should be rolled and securely bundled together, and any doors should be taped shut.
- 1.8.** Loose waste must be double-bagged and securely tied.
- 1.9.** Refuse bags must not contain anything sharp such as broken glass or needles.
- 1.10.** Items should not be filled with other rubbish, and fridges and freezers should be emptied.
- 1.11.** You do not have to be home when items are collected, as long as they are visible and accessible.
- 1.12.** To add more items after you have booked a bulky waste collection, you must contact us 48 hours before the scheduled collection. You will be charged accordingly.

2. Collection

- 2.1.** On arrival, the crew will make checks to ensure it is safe for the collection to take place.
- 2.2.** If the collection cannot be made on the day, a card will be left to say why (for example, the items had not been put out, or were too heavy.) If this happens, you are not eligible for a refund. A new collection can be organised, though there may be additional charges.
- 2.3.** Items that cannot be safely lifted/manoeuvred by a two-person crew will not be collected and a refund will not be given.
- 2.4.** Items that are longer than 8ft (2.4 metres) or are considered too heavy by the crew, will not be collected and no refund will be given.
- 2.5.** A specific collection day will be given. However, a time of collection cannot be specified. Collections usually take place between 7am and 5pm.
- 2.6.** Only items listed on the booking will be collected - we can't collect anything extra, or different to that originally listed.
- 2.7.** The council accepts no liability for damage to private property as a direct or indirect result of the collection, or of the collection not taking place.
- 2.8.** We do not collect items from back gardens, garages, garden sheds or inside the property.
- 2.9.** The collection team will not dismantle furniture or disconnect cookers.

- 2.10.** If the crew thinks the removal of the items could damage the property or surroundings, they may refuse to collect the items, and no refund will be given.
- 2.11.** For collections of more than 10 items, a site visit may be required prior to collection to provide a quote.

3. Cancellations

- 3.1** If you wish to cancel a bulky collection you must do so within 48 hours of the scheduled collection to receive a refund.