



Terms of Service

Dear Valued Customer,

Thank you for choosing Volunteer Disposal West as your sanitation service provider. We truly value your business and look forward to serving you. Please read the following, *Terms of Service*. Should you have any questions please feel free to call us Monday-Friday, 7am until 4pm @ (731) 345-1421.

- 96 gallon cart with 1 lift per week. (*Backdoor customers will use own can and are limited to 6-8 regular household trash bags*)
- No extra carts, cans, or receptacles will be dumped. All garbage must fit into the provided 96 gallon rolling cart with the lid closing.
- Garbage that is loose or fallen out of receptacle due to weather, animals, or other reasons is not the responsibility of the service provider.
- All garbage must be bagged.
- Provided cart must be placed at the road before 4am on the scheduled pick-up day. Failure to do so could result in missed pick up, which will result in resident not receiving lift for that week. The service provider will not return to pick up cart that was not placed at road, on scheduled day, by 4am.
- Service Provider will use photo documentation and/or GPS tracking to determine if cart was not placed by road at time of pick up. Return pickups are at the discretion of service provider.
- If dogs are present and make drivers uncomfortable drivers will not exit vehicles to dump cans. This will result in a missed pick-up and service provider will not return for pick up.
- All payments must be made online or by mail by the 10th of each month. Failure to do so will result in a \$8.00 late fee.
- Service provider must be notified in writing or by phone if resident wishes to cancel service
- If service is cancelled during a month in which payment has already been made, no refunds or credits will be provided
- If customer has a can or container a \$30.00 pick up fee will be applied at the time of pick up upon cancellation of services.
- No paint, auto batteries, tires, or construction debris will be hauled. The dumping of these materials into the provided cart will result in a fine that must be paid in order to continue service.
- Service will be suspended when account becomes 1 month in default of payment.
- If resident moves, it is the responsibility of the resident to notify the service provider of an end of service date. Failure to do so will result in continued accrual of monthly charges that will be the responsibility of the resident.
- The 96-gallon cart is the property of the service provider and must remain at the residence in which service is being provided at all times.
- Commercial containers must be unblocked and all trash must be placed in the container at the time of pick up
- Fuel Recovery Fee is a fluctuating percentage applied monthly all invoice charges. Each month the FRF will be based upon the U.S. Department of Energy Information Administration "On-Highway Diesel Fuel Prices". Service provider has the right to change its method of determining FRF at its discretion.
- Service provider has the right to amend terms of service at any time
- Backdoor Terms of Service Clause:
 - Service provider is not responsible for any property damage due to garbage truck coming onto customer's property. Any damage caused by the weight of the truck, leakage of fluids, yard/driveway damage, or any other damage presumed to be caused by garbage truck is not the responsibility of the service provider.