

Residential Terms and Conditions

WASTE MATERIALS Residential customers under agreement with Waste Knot Inc. to collect and dispose of appropriate waste which excludes materials including flammable, explosive, biomedical, bio-hazardous, toxic, tires, corrosive, radioactive, mattresses, box springs, televisions. Customers should call about large items for a bulk pickup.

EQUIPMENT All cart(s) / bin(s) remain the property of Waste Knot while being used by our customers. While cart(s) / bin(s) are in the customers possession, the customer is responsible and liable for any damage or loss of cart(s) / bin(s). This excludes your average wear and tear. It is recommended to have the cart(s)/bin(s) in a safe place on the curbside the night before or by 6:00am to ensure waste is collected.

Invoice Terms Waste Knot customers are billed in advance on a periodic basis (monthly, quarterly, annually). Invoices reflect the specified billing period services are being billed for. Once paid the customer is agreeing to continue the service for the specified billing period. All invoices can be paid online at www.trashbilling.com. Residential invoices are sent out on the 15th of every month for the following month of service. Invoices are DUE by the 1st of each month to avoid interruption of service. Any uncollected payment will result in suspension of service and trash will NOT be collected. Please be advised that your address will not show up on our drivers route if the invoice is not paid. If the invoice is not paid after 30 days, a late fee will be charged and specified on the invoice, with a minimum monthly late fee of \$5.00. Be advised that this late fee is not interest, but rather a charge for the loss and cost to Waste Knot for the late payment. Any account remaining suspended after 30 days will result in your cart(s) being repossessed. To reinstate the account there is a \$40 fee. Accounts that are suspended for two consecutive months will be then billed on a quarterly basis. Any declined credit cards will result in a \$10.00 penalty fee. Waste Knot has the right to increase or decrease the price for the service from billing period to billing period . The customer has the right to terminate the service at each billing period without penalty. If the customer wishes to terminate service before the end of the billing period they will not be refunded.

Additional Services & Charges Waste Knot reserves the right to charge the customer for additional services, including extra pickup, bulk waste pick up, leaf removal, etc. (call our office for price details). All invoices reflect our landfill environmental recovery fee of 6.25% are applied to all charges. Waste Knot has the right to adjust the landfill environmental recovery fee at any given time to cover any increases in disposal, processing, and uncontrollable circumstances. Any changes in service such as adding additional carts may be agreed to orally, in writing, and by payment of the invoice reflecting the changes.

Miscellaneous Waste Knot will not be faulted for failure or delay in service due to unforeseen circumstances including inclement weather, unexpected mechanical issues, war on terrorism, labor troubles, etc.

Dispute Resolutions are available by email customerservice@wasteknottrash.com or call our office. Waste Knot and the customer agree to use best efforts to settle the dispute directly through consultation and negotiation.