

Terms and conditions – Bulky waste collections

By agreeing your bulky waste collection, you are accepting the terms and conditions below:

1. Collections will be made on the first waste and recycling collection day after a 48-hour processing period. This does not affect your statutory rights and a 14-day collection period is available by calling our customer service agents on 01908 252570 and specifying that you would like a longer cooling off period.
2. You may cancel your collection by phone at any point within the 14-day period up until 5:00pm on the working day prior to your collection (Monday to Friday). If you have chosen a shorter collection period, you will only have until 5:00pm on the working day prior to your collection to cancel (Monday to Friday).
3. If your next collection day is not appropriate, you can choose an alternative day for a £10.00 fee (subject to the 48-hour processing period).
4. When you book your collection, you will need to tell us exactly which items you would like removed. Any items not included on the list will not be taken.
5. Items should be suitable for our two-man collection crew to manually handle and should not be longer than 6ft in length to ensure they can be loaded onto a vehicle. Any items that are too large, or that have not been dismantled to a reasonable point, will not be removed and no refund will be given.
6. All items booked for collection should be presented in an accessible location within the boundary of your property closest to where the collection vehicle passes, such as a garden, driveway or bin store, by 7:00am on the morning of your collection. Please do not put out bulky waste before it is booked for collection or before 5:00pm on the day prior to your bulky waste collection booking as this could be considered fly tipping. We are not able to enter your house/flat/apartment or any outbuilding to collect any items.
7. Items for collection must be emptied of their contents - fridges and freezers should not contain any food items and wardrobes/chest of drawers should not contain clothes, etc.
8. If you live in a flat, please place items for collection in the communal waste area. Do not place items outside your front door or on the landings as this is in breach of tenancy conditions and fire regulations.
9. We are not able to make changes to your collection once it is booked. If the items change you will need to cancel your collection and rebook it for the next appropriate collection day. This may be the week following your original collection.
10. Quotations provided by a council officer will be valid for a maximum of 21 days. After 21 days a new quote will be required to ensure that the materials, we quote for are as described.
11. We reserve the right to refuse a refund where items have not been presented in accordance with our terms and conditions.