

Standard Terms and Conditions of 'Too Big for the Bin' service

Collections are only from domestic properties and for the removal of domestic waste. If, when we attend, we establish that the items are from a commercial property or business we will not remove the items and no refund will be given.

We will NOT collect: [garden waste](#), car parts, [hazardous waste](#), or builder's waste (any waste generated as a result of works undertaken by a tradesman). We can only collect from residential properties in the Royal Borough; please note that commercial customers (including property managing agents, commercial and private landlords) should use [commercial waste services](#). No refund will be given if we find out that you are a commercial customer.

Collections are normally made between 7am and 3pm (If you have requested an early collection we will make every effort to honour this request *). Only the items listed in the booking will be collected. If you wish to add other items you must let us know by 12 noon on the last working day before the collection is due to take place, but please note that a maximum of 10 items only can be taken per collection.

We will only collect from the collection point given which should be ground or basement level unless you are elderly, disabled or other special circumstances apply and by prior arrangement only. If there are any errors please notify us immediately by calling Streetline on 020 7361 3001.

If you did not give a list of items at the time you made the booking and/or details are blank, please call us at least 1 working day before the collection is due to let us know what you would like us to collect.

Overly large/heavy items

The collections are carried out by a 2 man crew. They do not have any special lifting equipment. If when they arrive an item is too large and/or heavy to be carried by them we will be unable to take the item and no refund will be issued. If you think the item you have may fall into this category please ring us as soon as possible so that we can give you an appointment when we have a 3 man crew.

Fridge or Freezer

All appliances should be disconnected.

If you have an American style fridge and didn't notify us at the time you made the booking please ring us as soon as possible as we have a special crew that deal with these due to their size and weight and we may not be able to do the collection on the date we gave you. Also the doors on American style fridges should be removed before we arrive, if necessary for it to fit through your doorway.

Mattresses/Carpets

If you are leaving items such as this outside please wrap them in plastic and do not allow them to become waterlogged or they may be too heavy for the crew to take.

Bundles/Bags

If you have any loose items or multiple items, such as poles or wood, which you are bundling or bagging to make into an item, the bundles must be of a manageable size, and secured well, so that they are easy to lift and carry. Bags should not be overfilled. If bundles are not manageable, or bags are too heavy they may not be collected.

***If there is a time slot given (e.g.: 0700-1200) this is a request only and cannot be guaranteed. If we call outside the requested time slot and the items are not available, you will have to re-book, and if you are not entitled to a free collection you will have to pay again.**