

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

Collections are only made 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) or DIY waste. We can only collect from residential properties in the Royal Borough; please note that commercial customers of the borough (including property managing agents, commercial and private landlords) should use our commercial waste service. Other commercial customers should obtain the services of an authorised waste collection and disposal company. No refund will be given if we find out that you are a commercial customer.

Collections are normally made between 7am and 3pm. **Only** the items listed in the booking will be collected. If you wish to add other items to your booking 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 or disabled 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. The collection crew will only collect the items which are shown on their collection list.

### Overly large/heavy items

The majority of collections are carried out by a 2-person collection crew. They do not have any special lifting equipment. If, when they arrive an item is too large and/or heavy to be safely carried by them, we will be unable to take the item and no refund will be issued due to its non-collection. If you think the item you have may fall into this category, please call us as soon as possible so that we can arrange an appointment for when we have 3-person members of the collection crew operating, which is once a month.

### 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 call 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. Doors on American style fridges should be removed before we arrive, if necessary for it to fit through your doorway.

### Mattresses

If you are leaving items such as this outside, please wrap them in plastic and do not allow them to become waterlogged, because they may be too heavy for the crew to take. **Please note we will not collect mattresses, bedding, or items that are infested with/or there is evidence of bed bugs.**

### 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.