

## New Customer Checklist

- We do require a full quarters payment up front to start service! Since you are starting before next quarter, you will have a credit applied to your next quarter. Please refer to your first invoice you receive in the mail.
- Please be sure to sit your trash and recycling out the night before your service day to ensure collection! We start at 4 a.m. in the morning and our routes are constantly changing so it is always best to sit everything out the night before, so you do not miss us.
- We do provide cans free of charge with our service., This includes us taking care of any repairs or replacements due to manufacturing defects and normal wear & tear. However, our customers are responsible for the maintenance, proper storage, and cleaning of our cans while using our service. There is a fee should we need to repair or replace a can due to negligence, misuse, theft, or failure to return our cans in reasonable condition at the end of service.
- We only take what fits inside our BSS trash can on a weekly basis. If you ever have extra trash, you must call the day before your service day no later than 2 p.m. to let us know. We can take extra trash 4x per quarter as a courtesy, if it happens more frequently, we will ask that you upgrade service.
- Recycling must be placed inside your recycling bin loose; we cannot accept recycling with any kind of plastic bags. We also cannot accept plastic film (ex. The plastic that toilet paper and paper towels are wrapped in) Styrofoam or delivery boxes because of the grease.
- We do our best to deliver cans the week before service is scheduled to start however, if you have not received our cans you will need to sit your trash out in bags and the recycling in a cardboard box. We will still service you without the cans! *★Customers do not need the cans to start the service.*
- With your first invoice there will be a holiday schedule that goes over the days we are closed and how it will affect your service day, a recycling guideline that goes over what is acceptable and not acceptable in further detail, and a copy of our terms of service.
- If you believe your trash or recycling has been missed please call us within 24 hours!
- If you ever have any questions you can give us a call or visit our website or Facebook page.