

Freshbins

Terms and Conditions – Please keep for future reference

1. Customers are requested to ensure that their bin is always marked with their house number.
2. Customers are requested to leave their bin on the boundary after it has been emptied so that it can be cleaned (If you have an assisted collection, please inform us and we will collect and return the bin to its storage position for you).
3. We cannot clean a bin if it is contaminated with wet paint, excessive amounts of wet oil, or Cat & Dog faeces.
4. It is the customer's responsibility to ensure that Freshbins has correct and current contact details.
5. Failure to comply with the above may mean that we are unable to clean your bin which will result in the loss of a credit.
6. If any rubbish remains in the bin after the refuse collection it will be at the operative's discretion as to whether cleaning can be carried out. If the operative decides to clean the bin then any rubbish removed will be bagged up and returned.
7. If your bin is going to be unavailable for cleaning on a scheduled cleaning day i.e. holiday's please give at least 24 hours advance notice to Freshbins in order to preserve the cleaning credit otherwise it will be lost.
8. Freshbins will notify the customer of the start date of the four-weekly cleaning schedule, thereafter the customer should make themselves aware of the cleaning schedule and make their bins available for cleaning on the correct days. Our cleaning rounds schedules are available to view on our website at www.freshbins.com just follow the link to round schedules, and you can check your round numbers against the calendar.
9. It is the responsibility of Freshbins to notify the customer of any changes to the cleaning schedule.
10. The minimum subscription is for six cleans of each colour bin chosen otherwise the one-off cleaning fee applies.
11. Freshbins will issue the customer with a re-subscription notice on the day of the last subscribed clean. If the customer does not wish to subscribe for further cleaning, notification must be given to Freshbins within seven days of the last subscribed clean.
12. If the customer fails to respond, Freshbins will clean the bin on the next scheduled cleaning day and will issue a reminder notice that you're account is now in arrears.
13. If the customer re-subscribes to the service following the reminder notice the cost of the clean will be offset against the subscription fee at the subscription rate.
14. If the customer fails to re-subscribe following the reminder notice the customer will be liable for the cost of the clean at the one-off cleaning rate and an invoice will be sent to this effect. Failure to pay this invoice may result in legal action.
15. A customer cancelling Direct Debit arrangements with their bank must also notify Freshbins to prevent any unwanted cleans/charges.
16. In the event that we are unable to clean your bin, advanced notice will be given where possible and cleaning credits will be preserved.
17. If we are unable to clean your bin due to bad weather or freezing conditions, this will be deemed as a chargeable; however we will always do our best to catch up the missed clean when conditions become workable again, however this may not always be possible.
18. If the Council notifies the customer of any change to the refuse collection please ensure that Freshbins is aware of it.
19. In the event of a customer relocating, subscriptions may transfer to the new address where possible. If it is not possible to transfer the subscription a discretionary refund of the remaining subscription fee may be arranged. Refunds will be calculated by unused credits multiplied by the subscription rate paid, less one credit administration fee.
20. We are closed for a period of four weeks starting at the end of the last full working week before Christmas Day. Customers paying by Direct Debit please note; Bins are cleaned at 4 weekly intervals and there will be some months in which you will receive an extra clean of the same coloured bin. These extra cleans take into account any missed cleans in the period when we are closed. You make 12 monthly Direct Debit payments each year and you receive 12 cleans of each coloured bin chosen.
21. Freshbins reserves the right to cancel or refuse any subscription.
22. By using our service you are agreeing to these terms and conditions. If you have any queries please contact us within 7 days of receipt of these terms and conditions.