

Freshbins – Terms of Service – Commercial Clients

1. It is the client's responsibility to ensure that Freshbins has correct and current contact details.
2. Bins will be cleaned on the same day as the refuse collection and must be left empty until cleaning has taken place.
3. The client will be aware of the cleaning frequency and first cleaning date when the account is set up, thereafter the client should make themselves aware of the cleaning schedule and make the bins available for cleaning on the correct days. Our cleaning schedules are available to view on our website at www.freshbins.com, just follow the link to 'Customer Portal' and you can check your cleaning dates.
4. The following circumstances will result in us being unable to clean a bin but may still incur the normal charges:
 - If the bin is contaminated with wet paint, excessive amounts of wet oil, or exposed faeces or hazardous substances of any kind
 - If the bin is contaminated with the wrong items and therefore is not emptied
 - If the bin is unavailable e.g. behind a locked gate with no provided access code, obstructed by vehicles etc.
 - If the bin has been refilled and the operative deems it unable to be emptied, cleaned and rubbish replaced
5. Freshbins guarantees all cleans, if a client is not satisfied with the result of a clean, we will send an operative back, free of charge, to re-clean the bin; any concerns must be reported within 24 hours of the scheduled clean to arrange this.
6. If a bin is going to be unavailable for cleaning on a scheduled cleaning day i.e. school holiday's, business closure, etc. please give at least 24 hours advance notice to Freshbins to prevent unwanted cleans or charges. It is preferable to know as far in advance as possible so that payments and scheduling can be amended accordingly.
7. Failure to comply with the above may mean that we are unable to clean the bin; any visits are still chargeable.
8. 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 to the bin after cleaning. If there is too much rubbish left in the bin and we are unable to carry out the clean, every effort will be made to call back on your next refuse collection.
9. If a refuse collection is missed the client must contact the refuse collection service and report it as a missed collection. The client must notify Freshbins if a bin has been missed and again once the bin has been emptied. We will arrange to call back at our earliest convenience.
10. If a client cancels the contract after the first cleans then they will be charged the one-off clean rate for the first cleans rather than the rate for the chosen frequency. A separate invoice will be sent to settle the difference.
11. If a client wishes to miss a scheduled visit because a bin is not very dirty the next visit will be charged in accordance with the cleaning frequency from the last visit.
12. If we are unable to clean a bin due to bad weather, freezing conditions or other factors beyond our control, this will be deemed as chargeable; we will catch up the missed clean when conditions become workable again.
13. If there is a permanent change to the refuse collection, the client must inform Freshbins Office Team of the change. If any cleans are missed due to us not being informed by the client, we may not be able to rearrange the visit, and no refund will be issued.
14. If an invoice is not paid within 30 days of being raised a reminder email will be sent to the client; if 2 or more invoices remain outstanding the account will be suspended until all payments are made. When the account resumes the next invoice will be raised based on cleaning frequency from the most recent previous visit.
15. Freshbins has an Annual 4-week Winter Closure starting mid-December. It is possible some scheduled visits would fall in this period and will either be missed or rescheduled either side of the break.
16. By using our service, you are agreeing to these terms & conditions.