

Freshbins - Terms and Conditions

1. Customers are requested to ensure that their bin is always marked with their house number.
2. It is the customer's responsibility to ensure that Freshbins has correct and current contact details.
3. We operate a kerbside service; customers are requested to leave their bin on the boundary once it has been emptied so that the cleaning process can take place. Bins will be left at the boundary after washing unless agreed otherwise. (If you have an official assisted collection, please inform us and we will collect and return the bin to its storage position for you).
4. Bins must be left empty and available for the duration of the day; we can work up to 6pm.
5. Cleaning can sometimes take place the next working day after its scheduled date, it is the customers responsibility to make sure the bin is left available for cleaning i.e. it should remain empty and be in plain sight and easily accessible on your property.
6. Freshbins will notify the customer of the start date of the four-weekly cleaning schedule and will provide you with a cleaning calendar for the current year, thereafter the customer should make themselves aware of the cleaning schedule and make their 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.
7. The following circumstances will result in us being unable to clean a bin but will 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 the council don't empty the bin as a result
 - If the bin is unavailable e.g. behind a gate, obstructed by vehicles etc.
 - If the bin has been refilled
 - If the bin has not been put out for collection or put away before our visit
 - If the wrong bin is put out for collection and therefore the refuse collection is missed
 - If the bin has been put out too late and therefore the refuse collection is missed
 - If a collection sticker is out of date, therefore the bin is not collected by the refuse collectors (Council dependant)
8. Freshbins guarantees all cleans, if a customer 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.
9. If a bin is going to be unavailable for cleaning on a scheduled cleaning day i.e. holiday's, hospital stays, 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.
10. Failure to comply with the above may mean that we are unable to clean the bin; any visits are still chargeable.
11. 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 in 2 weeks' time.
12. If a refuse collection is missed the customer must contact the council and report it as a missed collection. Most councils will return within 48 hours once reported. The customer must notify Freshbins if a bin has been missed and again once the council have returned and emptied the bin. We will arrange to call back at our earliest convenience; this may not always be possible and may still be chargeable.
13. The chosen bin type/s at sign-up (General/Recycle/Garden/Food) may not be changed to a different bin type within the first 6-months; however extra bins can be added on at any time. After the initial 6 months a bin type can be changed but will require a minimum 6-month period of cleaning before it can be changed again, paused or cancelled. Customers may not alternate which type of bins they would like cleaned outside of these parameters.
14. If a customer cancels their contract before the minimum subscription period Freshbins will write to the customer to notify them that the contract is incomplete; where possible the Direct Debit must be reinstated and the minimum subscription term completed. If it is not possible to complete the contract this will result in an early termination fee to pay of £18.00 per wheelie bin and £9.00 per food caddy on the account. Failure to pay this may result in legal action being taken against the customer and future service refused.
15. If a customer wishes to miss a scheduled visit because a bin is not very dirty there will be a £2.00 charge per bin to cover the longer cleaning interval and our administration costs; this will be added to the next direct debit payment.
16. 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.
17. If the Council notifies the customer of any permanent change to the refuse collection, the customer must inform Freshbins of the change (the council do not communicate with us). If any cleans are missed due to us not being informed by the customer, we may not be able to rearrange the visit, and no refund will be issued.
18. In the event of a customer relocating, subscriptions will transfer to the new address where possible. If it is not possible to transfer the account to the new address one month's notice is required to give us time to cancel the direct debit and avoid any unwanted charges.
19. An official confirmation email or letter will be supplied when a new direct debit is set up, this will confirm the initial direct debit charge and the normal monthly amount, it is the customers responsibility to make sure they are being charged correctly and to advise us as soon as possible of any errors.
20. A customer cancelling Direct Debit arrangements with their bank must also notify Freshbins of the cancellation to prevent any unwanted cleans/charges.
21. If a direct debit collection is unsuccessful, we will notify the customer by email or telephone. We will then allow a 7-day grace period to make the normal monthly payment without penalty. If payment is not made within the 7-day grace period, an administration fee of £10.00 will be added to the next Direct Debit payment along with the charge of 2 months' worth of cleaning. We will attempt to collect your revised payment at the beginning of the following month as normal. If the collection fails a second consecutive month, the customer's account will be suspended until all the due payments are made; at which point the service will resume as normal. If the collection fails a third consecutive month, or is failing on a regular basis, it may be decided to cancel the customers subscription and send a Pay By Link for the outstanding balance. Any customers that do not settle monies owed within 7 days will be refused all future services and may face legal action.
22. After the initial 12-month contractual period customers can pause the service for several months; when cleaning resumes this will be at the current charges and for a minimum term of 6 months before cleaning can be paused again or the service can be cancelled. If the service is cancelled prior to the 6-month period, the early termination fees will apply (point 14).
23. If/when the garden waste collection is suspended by the council (Dacorum Borough Council only) we will clean one of the other bins (General/Recycle/Food) in lieu, unless you instruct us otherwise (see point 24). This will normally be the bin/caddy that is collected alongside your garden bin. If you pay to have all your bins cleaned, we will clean the food caddy twice per month during the suspension period rather than once.
24. If you do not wish to have another bin cleaned in lieu over the suspension in collection of Garden Bin period you may pause your Garden bin for a number of months, however, please be aware that if a duplicate clean has been received during the year this will need to be paid for before we can agree to pause your account. This can be done via a card payment which will incur a £2.00 processing fee, or your direct debit can continue for one more month at no extra charge.
25. Freshbins has an Annual 4-week Winter Closure starting mid-December. Please note that bins are cleaned at 4 weekly intervals throughout the year and there will be some months in which customers receive an extra clean of the same-coloured bin; these extra cleans consider any missed cleans in the period when we are closed. 12 monthly direct debit payments are made each year and 12 cleans of each coloured bin chosen are completed. Premium customers on our 2 weekly cycle make 12 monthly payments and receive 24 cleans of the same-coloured bin.
26. By using our service, you are agreeing to these terms & conditions.