

Terms & Conditions

1. Take care of the bag. **EZEBAG** are very strong but may be weakened if damaged. Check your bag after unpacking and avoid puncturing or tearing it during use. Do not use the bag to dispose of sharp objects, hot ashes or anything that may penetrate it.

2. Position the bag. Do this before you start to fill it. You may not be able to move it later and any attempt to do so may result in damaging the bag or hurting yourself. Bear in mind that:

- The **EZEBAG** must be left within 4 metres (13 feet) of a public highway.
- The highway must be at least 3.65 metres (12 feet) wide to enable access for the lorry.
- Please be aware that your collection will be carried out by a large lorry.
- The bag must be well clear of walls/ fences, trees, overhead wires or anything else that might obstruct the operation of the crane.
- You should not place your **EZEBAG** on public highways, pavements or verges without obtaining prior permission to do so from your local authority.
- Should access to the bag be restricted, there may be a charge incurred to accommodate an alternative collection vehicle. Please contact us for more information.

3. Fill the bag. Distribute the weight evenly and do not overload or fill the bag above the top edge. Maximum 1 tonne. If the bag is overweight, you will be charged extra (see under collection below).

- Heavy soil = 2/3 **EZEBAG**
- Rubble = 3/4 **EZEBAG**
- Builder's Waste = level **EZEBAG**

Note: **EZEBAGS** are intended for the disposal of ordinary household, garden and builders' waste only. The bag should not be used to dispose of hazardous or specialist wastes. Examples include asbestos, fridges, freezers, batteries, electrical goods, gas bottles, liquids, chemicals, clinical or food waste. Sprung mattresses are more costly to recycle or dispose of and therefore are likely to incur a surcharge.

4. Call us to arrange collection. Our lines are open between 08.00 and 17.00 Monday to Friday and an answer phone is in operation on Saturdays. Be ready to tell us the type of waste (household, garden or builders'), location of the bag and credit/ debit card details for payment. Please note that we do not accept cash payments either in advance or during collection. Collection is available within the South Hams. At the time of writing, charges are £6.99 (inc VAT) for an **EZEBAG** and £40.00 (inc VAT) for a collection. Price variations apply in the following circumstances:

An overweight **EZEBAG** will be subject to a £10 surcharge.

5. Allow access. Make sure that our collection representative can access the collection site at any time between 6am and 9pm seven days a week, even if nobody is there. Please note that we reserve the right to refuse collection if a bag is positioned beyond the reach of our vehicle, crane operation is obstructed, or our operator can not gain access to the collection site, if the bag is overloaded, overfilled, damaged or contains anything other than ordinary household, garden or builders' waste. Please note: If collection is required from a road that is part of the red route network, various restrictions will apply. Therefore you should advise staff of the relevant regulations when booking your collection. If collection is unsuccessful for any of these reasons, it may not be possible to issue you with a full refund.

