**Greensaway Property Services Terms & Conditions for Green Waste Collection**

**(As at 1st Janurary 2017)**

*• Greensaway Property Services aim to offer a professional cost effective service for collection of residential green waste in the Feilding and surrounding areas on scheduled dates. If in the unlikely event and for any unforseen reason out of our control, we are unable to collect on your scheduled run we will notify you as soon as is reasonably possible to a variation to your collection service date.*

*• Our bags are for green waste only.* Please **DO NOT *put in bags - household rubbish, food waste or scraps, rocks, concrete, building supplies, chemical or hazardous materials, newspapers, bottles, cans, old compost, soil or branches larger than 70mm in diameter.*** *Bags that do contain any forbidden material will not be taken and will left at your property. An additional fee will be charged to you if any forbidden material is found in the bag upon disposal.*

*• Pricing - Large Bag (approx. 600 Litre) and frame. Our service costs are priced per bag, per collection. Please ask for our current pricing.*

*• Green waste bags & frames do not need to be put at the kerbside, we will set the bag and frame up for you and leave it at an agreed place on your property and collect from there on your scheduled run. You just fill with your green waste and leave the rest to us. The bags and frames are man handled and must be able to be removed/ emptied by our driver/operator, so please be aware of this and do not overfill them. Please ensure that there is no material protruding past the top of the frame as this makes it difficult to remove the bag from the frame. Please ensure that you discuss with us, if you property is on a steep driveway, narrow access way etc., so that we can arrange the best way to manage your green waste collection service.*

*• If our driver/operator deems the bag to be overfilled and too heavy for collection we may leave an additional bag for you to split the green waste contents of the bags. These will then be removed on your next scheduled collection date at your normal standard rate for the 1st bag and addition bag/collection rate for the 2nd bag.*

*•Additional Bags are available for delivery on your scheduled collection date. The collection charge for each additional bag (in addition to your normal service charge) will be those applicable at the time, as long as they are collected on your regular collection date. If you require additional bags, please ensure you notify us at least 2 working days prior to your scheduled collection date.*

*•Extra collections are available in addition to maintaining your regular scheduled collections. Additional collection charges apply and will be those applicable at the time. Please contact us to advise that an extra collection is required. We will arrange and advise the extra cost and date of the next available scheduled run in your area. We will only do additional collections on our next available normal scheduled runs. Any variation to this may incur additional charges.*

*• You will be provided with a list of your current scheduled collection dates on a regular basis.* ***Note: Your bag must be accessible at all times: eg: no locked gates, vehicle obstruction etc. If we arrive on your scheduled collection date and we are unable to empty the bag due to being unable to access the bag and frame the full cost is still payable for your service.***

*•The bags and frames remain the property of Greensaway Property Services. Upon completion of your green waste collection service all bags will be returned in a useable and reasonable condition. Lost or damaged bags and frames will be at your cost of:*

 *$20 per large bag $40 per large frame*

*• One Off Service – This is for a one time or irregular service for up to a (maximum of 6 weeks). We will automatically collect the bag and frame after the 6 week period. If you have finished with the service prior to the 6 weeks, please contact us to arrange pickup or if you require another one off service. Payment is in advance preferred and required prior to or on delivery of the frame and bag to your property or as agreed with Greensaway Property Services.*

*•Payment – We accept payment in cash, bank deposit, online banking, direct credit and automatic payment. (Please note that we are unable to accept credit card payments).*

*We require payment of our service to be in advance 1, 3, 6 or 12 months. We require payment prior or at time of bag and frame being delivered. We will not deliver the bag and frame until payment is made.*

*Cheques will only be accepted to regular approved customers and all payments by cheque incur bank fees of -30c on our service costs.*

 *Debit accounts will only be accepted at the discretion of Greensaway Property Services and will only be extended to regular customer with a good payment history with us.*

*All invoices that remain unpaid as at the 20th of the month following date of service will automatically incur daily overdue interest charges of 3.5% until paid in full. We may also at our discretion require you to make in advance payments of either 1, 3, 6 or 12 months to receive continued service.*

*For payment by direct credit and automatic payment our bank details are as follows:*

*ANZ Bank – Feilding*

*Account Name – Greensaway Property Services*

*Account Number – 06-0729:0611076-00*

*NOTE: When making your payment please use your Street Number and Name where the green waste bag is located, as the reference so that we can confirm your payment receipt (e.g.: 25 North St).*

*•Regular Service Frequency Options: You have the choice of Bi-Monthly, Monthly, and Twice Monthly & Weekly.*

*•Regular Service Customers: To ensure that you receive continuous collection services special please ensure that payment is keep up to date, otherwise we will deem you to have changed to our one-off service where full rates will be charged per collection. If you have any questions regarding this please ask.*

*• Postponement -All prepaid and advance payments are transferable but not refundable. If you wish to postpone a collection in any given month, as your bag is empty please notify us no later than 3 working days before your regular collection date. There will be no charge providing the required notice period is given. Any advance payments made will be moved to your next collection cycle. If however we are not notified and we arrive at your property on your scheduled date, full collection costs will still apply and be payable.*

*•Termination of Service – All prepaid and advance payments are transferable but not refundable. Please give us a minimum of 1 month notice in advance that you wish to discontinue your green waste collection service. You may use or transfer any credit remaining after your final green waste collection for any other services provided by Greensaway Property Services. All bags and frames will be removed from you property.*

*•Termination due to non-payment and overdue accounts – We reserve the right to terminate your service due to non-payment or overdue accounts or if you do not use our service under our terms and conditions. We may empty any contents from the bag at your property location and remove the bag and frame from the property.*

***•Greensaway Property Services reserves the right to amend these terms and conditions and pricing at any time.***