

WEAVER'S SANITATION SERVICE, INC
349 E. GRACEVILLE RD
BREEZEWOOD, PA 15533
817-735-4589 or 800-604-6065
WWW.WEAVERSSANITATION.COM

CUSTOMER SERVICE POLICY AND INFORMATION

TRASH COLLECTION

ACCEPTABLE CONTAINERS

All trash should be placed in trash cans or in tied plastic bags.

AMOUNT COLLECTED PER PICKUP

Weaver's Sanitation Service, Inc. will collect all the normal trash that your family generates. We allow up to six 30 gallon trash bags per week. We also provide a 96 gallon cart upon request. Our policy is one household per account.

PICKUP TIME

Our crews begin their routes at 5:30am. All trash should be out by 5:30am. We maintain the same schedule each pickup day. Because the amount of trash varies from day to day it is difficult to guarantee an exact pickup time. To be sure of pickup please have your trash out by the designated pickup time. We will not return to pickup trash not set out on time.

INCLEMENT WEATHER

Weaver's Sanitation Service, Inc. reserves the right to cancel collection service on days or in areas in which we deem the roads are unsafe due to snow or ice. Remember, even though your car may make it through your street okay, we will not attempt to drive a large truck on icy, hilly roads. Your safety is important to Weaver's Sanitation Service, Inc. There will be no makeup. All your trash will be collected on your next scheduled pickup day. No adjustments will be made to your bill. In snowy weather white trash bags are difficult for our crews to see. If trash bags are covered with snow our crews may not see them and may miss picking them up. Please have your trash bags in plain site and free of snow, so that our crews may do a thorough job.

SPECIAL ITEMS

Furniture, appliances, and other large miscellaneous items require special attention. Please call our office in advance for scheduling and pricing of this extra service.

WE WILL NOT PICKUP

Paint, oil, toxic, anytime with freon in it or flammable items

Tires, car or truck batteries

Electronics, TV, anything that has to do with Computers

Construction material (Please call our office for pricing on a Roll Off box)

Any items that cannot be safely loaded and hauled away

HOLIDAYS

We pickup on all holidays except, Thanksgiving, Christmas and New Year's Day. Christmas and New Year's Day falls on different days of the week each year, some rescheduling may be necessary. Thanksgiving is always on Thursday so that pick up day will change to the following Saturday. Changes for Christmas and New Year's Day will be announced on the local radio station. You can also visit our website and Facebook page for schedule or call our office prior to the Holiday.

SPECIAL NEEDS

If you should have any special needs or circumstances, please let us know. You are a valued customer and Weaver's Sanitation Service, Inc. welcomes the opportunity to provide the service you need.

BILLING STATEMENTS

Bills are sent out quarterly in the form of a post card. Due dates are printed clearly on all billing. If payment is received after the due date an automatic \$2.00 service charge is applied to your account. If it becomes necessary to send an account to a collection agency there will be an additional \$35.00 fee.

PAYMENTS

Make checks payable to Weaver's Sanitation Service, Inc. write the amount in properly and clearly. Please write your account number on your check. There will be a \$30.00 charge for all returned checks. Mail all payment to the office. Our route crews are not equipped to handle payments. We also take payment by debit or credit cards over the phone. You can also make payments through our website.

INCREASES

Rates are subject to change without notice. The rate increases will go into effect on the following month's billing statement.

SERVICE TERMINATION

Please notify our office by phone or in writing when you plan to move or cancel service. Unless we are notified, you will remain responsible for the accrued monthly charges. If you have one of our Cart's and don't have the service for one full year there will be a removal fee.

SCOPE OF OUR RESPONSIBILITY

Weaver's Sanitation Service, Inc. will not be held responsible for:

- **Any items, large or small left near the trash**
- **Plastic trash cans and lids**
- **Trash can lids – Metal or Plastic**
- **Containers packed to tightly**

SAFETY CONSIDERATIONS

Tying lids to your trash cans may endanger our employees. Sharp objects should be wrapped in paper when placed in plastic bags. Ashes remain hot for several days. Store them in a metal container for about a week prior to putting them out for pickup.

OTHER CONSIDERATIONS

Do not store valuable or important items in plastic bags. It is too easy for a mix-up to occur and your belongings may be hauled away with the rest of your trash.

Please use common sense in leaving items near your trash cans on collection day. Our crews are trained to do a thorough job. Anything left near the cans looks like trash to them.

Display your address permanently. This not only aids our collection crews, but emergency vehicles as well.

AGAIN, THE STAFF AT WEAVER'S SANITATION SERVICE, INC.

THANKS YOU FOR CHOOSING OUR SERVICE. WE WELCOME ANY SUGGESTIONS OR COMMENTS YOU MAY HAVE. OUR STAFF IS COMMITTED TO PROVIDING PROFESSIONAL SERVICE. IT IS THIS COMMITMENT TO YOU THAT HAS MADE WEAVER'S SANIATION SERVICE, INC. ONE OF THE LARGEST HAULERS IN BEDFORD AND FULTON COUNTIES.