

Re-use service terms and conditions.

1. This service is for domestic residential households only.
2. All items for collection must be undamaged, and in good working order.
3. Any soft furnishings for example, sofas, mattresses, padded dining chairs must have attached current fire safety regulation labels.
4. Items will be inspected by the crew on arrival. If they are deemed not reusable due to damage, lack of labelling, or poor condition, they will be refused.
5. If the items are refused, the crew will knock at the property and advise that a bulky waste collection would be more suitable. This service is provided at cost.
 - If the resident wishes to use the bulky collection service, the crew will wait while they call the council to make a payment on 01983 823777 and then collect the items.
 - If the resident is not available, a contact card will be left advising the items are not suitable.
 - Alternative collection methods are also available from private waste carriers.
6. Items should be presented kerbside if possible. If the weather conditions are poor and items could be damaged if left outside, they may be left inside the property. This should be located as close to the entrance/access door as possible for ease of collection during poor weather conditions only.
7. The date of collection will be agreed at the time of booking. Items may be collected at any time between 7am and 10pm. Items must be available for collection during this time.