



# Residential Membership Terms & Conditions

*Please note that this is a working document and is subject to change as needed by the WasteNot Team.*

Last updated: 03/13/2023

## **1. Residential Service Assistance Policy**

Our residential service team is available daily, M-F, to assist you with any residential requests or concerns. For assistance, please email us at: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com) or you may contact us through your online WasteNot account's support feature.

### **WasteNot Support Hours**

Monday-Thursday, 8AM-4PM

Friday, 8AM-3:30PM

Any request/concern emailed to: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com) after hours or on weekends will be responded to in the order received during support hours.

## **2. Scheduled Service Policy**

On any scheduled service day, your bucket must be out by 6:30AM in your designated bucket location (provided at the time of sign-up/account creation).

Failure to place your bucket out by 6:30AM and/or in your designated bucket location, may result in an unsuccessful service attempt and our team will not be able to return until your next scheduled service date. You may, however, be able to schedule an off-route service. See "Off Route Pick-up Policy" for more information.

## **3. Service Reminder Policy**

Team WasteNot will send a service reminder the night before your service via email to the account on file to help you remember your service. You may also opt in for text reminders on your member account. Please note these messages are sent automatically and are not monitored for responses by our team.

For assistance, please send an email directly to: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com) or reach out via the support function on your member account.

## **4. Missed Service Policy**

If you miss your scheduled service, there are two options:

- 1) Arrange for an off-route service to occur prior to your next service date for \$17. To do so, email: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com) with the subject "Off Route Service Request" or reach out via your online account's support feature.
- 2) Hold on to your bucket until your next scheduled service date.



## **5. Skip Policy**

To skip a scheduled service date and to avoid a service fee for that visit, you may skip service in the following ways:

- 1) Login to your WasteNot account, click the calendar icon in the upper right corner, select the day you desire to skip, and complete the prompts. The system will provide a pop-up, acknowledging your skip.
- 2) Send an email with 3 business days or more notice to: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com).

Our team will respond to your request directly with acknowledgement of your skip. This will take place during business hours M-F. If adequate notice is not provided by either skipping on your member account or reaching out to Support, your account will still be charged for that scheduled service.

## **6. Cancellation Policy**

To cancel your WasteNot account, please complete the cancellation request form on our website with notice of at least 3 business days. If you'd like to cancel your service, please click this link here:

<https://www.wastenotcompost.com/members#block-4b9c1412265adea67d0e> and fill out the "Cancel Service" form under Form Requests. From there, our team will process this information for you and send you a confirmation once your final service has been scheduled.

The cancellation process is as follows:

- 1) Request your service cancellation 3 or more business days prior to your desired final service date
- 2) Have your final service on a regularly scheduled service date. The regular service rates apply for this final service.
- 3) Pay for your final service date and/or any remaining fees for your account.

On your final service date, our team will pick-up your full bucket, and not replace it. Failure to return a WasteNot bucket on your final service date will result in a \$12.00 bucket replacement fee. If adequate notice is not provided prior to your scheduled service date, your final service will occur on your next regularly scheduled service date. Our team will always reply with confirmation that we processed your cancellation request successfully.

For any questions on cancellation, you may reach out to Support via email at: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com)

## **7. Pausing Service Policy**

WasteNot Members may pause their account for any reason. To pause service, please send a "Pause Request" via email to: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com) with 3 business days notice. To pause service, please state:

- 1) Date on which you would like service to pause.
- 2) Date on which you would like service to resume.

Our team will always reply with confirmation that we processed your pause request successfully.



### **8. 48 Hour Pick-up Dispute Policy**

If you would like to dispute a service charge due to a suspected WasteNot error, please do so within 48 hours of the service day in question. If a dispute is not made within 48 hours of the service in question, WasteNot cannot issue credits and may not be able to fix the error.

### **9. Moving/Change Address Request**

You may transfer your WasteNot service to your new address if you are moving, as long as we service your new address. To place a move request, please do so on our website utilizing this link:

<https://www.wastenotcompost.com/members> and clicking the form "**Move Request.**" Please fill that out with your new information and our team will reach out with changes to your account within 3-5 business days to the email address we have on file for your WasteNot account.

### **10. Scheduled Route Reorganization Policy**

Your scheduled service dates are subject to change as WasteNot evaluates routes throughout the year. With the constant addition of new residential members and WasteNot team members, as well as our expanding service geography, WasteNot must periodically reorganize our routes. WasteNot reorganizes routes for the express purpose of increasing both efficiency to provide service to more members, and to increase the quality of service to existing members.

WasteNot reserves the right to do this at any time. However, we will always ensure that all members receive adequate notice of these changes. In the effort to make our service as easy and simple as possible, WasteNot will also attempt to keep these changes to a regular, and infrequent, schedule.

Every 6 months, the WasteNot Team re-evaluates routes which may result in a new service day and/or new service schedule.

Notice of such a change will be given via email to your email on file with WasteNot. Find the reminder schedule below:

- Reminder #1: 2 weeks prior to the change (initial announcement)
- Reminder #2: 7 days prior to the change
- Reminder #3: 3 days prior to the change
- Reminder #4: standard pick-up reminder the evening before your scheduled service day

### **11. Service Reschedule Policy**

If there are operational and/or weather-related issues, WasteNot reserves the right to reschedule your service. We will alert you via the email on file for your account with a new service date. If for some reason the rescheduled date does not work for your account, WasteNot will accommodate skips.



## **12. Holiday Service Scheduling Policy**

In order to allow team WasteNot to enjoy time with their loved ones, WasteNot reserves the right to reschedule pick-ups that fall on and/or near holiday dates. Your account will receive advanced notice of such a holiday schedule to the email on file for your WasteNot account.

## **13. Bucket Location Policy**

Your designated bucket location must meet the following criteria in order for our team to service you safely & effectively:

- 1) Must be on the ground level
- 2) Must be accessible from the front of the address
- 3) Must avoid excessive stairs (one flight is the most we can accommodate)
- 4) Must be kept clear of ice, snow, and other debris
- 5) Must avoid alleys and not be near trash/recycling receptacles
- 6) If a key and/or code is needed, must supply our team with it in advance and as the key/code changes

If your bucket location does not meet this criteria, please reach out to us via email at: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com) and we can assist you with finding a bucket location that works for your account.

## **14. Request(s) Policy**

WasteNot is happy to accommodate members requests, and will gladly schedule any of the following, given 3 business days notice:

- Service skip request
- Change in bucket location
- Extra bucket/yard waste request
- Service upgrade/downgrade request
- Off route service request

WasteNot requires 3 business days to ensure that all requisite changes are made to any given account or route. If you would like to make any of these requests, please email us at [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com). Requests received with fewer than 3 business days notice cannot be accommodated as all routes are created in advance. If adequate notice is not provided, our team cannot guarantee these changes will be made before your next service day.

## **15. Soil Distribution Policy**

Any current, active member of 3 months or more (must be a member prior to February 1 of each calendar year) can request finished compost.

Giveback currently takes place in the spring and fall of each year. Our team delivers the finished compost on regular, scheduled service days. Each member is eligible to receive back one (1) 8-10 lb finished compost bag. Weekly customers or biweekly 2-bucket customers may purchase additional finished compost back once available at a discounted member rate.



Members must place their soil order via their WasteNot account by the scheduled deadline. If the member does not place their order within the deadline, WasteNot cannot guarantee delivery of your allotment.

Note that if you cancel service prior to your scheduled delivery, you are not eligible to receive your finished compost delivery.

### **16. Credit/Refund Policy**

Occasionally, our team makes mistakes. If this mistake resulted in the overbilling of a member (whether it be an Operator error on a route, or an internal error resulting in a charge despite a members request to skip, or some other error) WasteNot will add the appropriate amount to the member's account in the form of a credit.

If a member's failure to follow WasteNot's policies (such as not placing your bucket out by 6:30am, a bucket not being in its proper location, or some other error) resulted in a failed service a credit cannot be added to your account as our team attempted service, and incurred all the costs associated with this service.

### **17. Damaged/Missing Bucket & Lid Policy**

WasteNot will replace one damaged/missing bucket and lid in the event of this unfortunate scenario. For any subsequent damaged/missing bucket and/or lid, replacement fees will apply. See below:

- Lid: \$5 replacement fee
- Bucket: \$7 replacement fee
- Bucket & lid: \$12 replacement fee

### **18. Service Fees Explanation**

WasteNot bases its service charges on site visits, whether drop-off, pickup, or both occur. Barring unique circumstances, if WasteNot stops at a member's residence, the member will be billed. See fees listed below:

- Biweekly (every other week): \$12/visit
- Weekly: \$10/visit
- Biweekly + 1 extra bucket: \$17.50/visit
- Weekly + 1 extra bucket: \$15.50/visit
- Off Route Service: \$17.00/visit

Please note that bucket drop-offs and pick-ups incur the same fee as they are both categorized as a visit.

### **19. Return to Address/Return Service Policy**

If on a scheduled route day a member's service results in a failure for whatever reason, our team may be able to redirect an Operator to their residence. This *Return Service* will not always be possible, and will change based on factors such as (but not limited to): time of day, geographic location, responsiveness of member, etc. If the prior



failed service attempt resulted from a member's neglect to follow our established procedures, WasteNot will charge said member an additional \$7.00 for this *Return Service*.

Please note that this service is not guaranteed, nor always possible. However, we will do our best to schedule these *Return Services* in our effort to make composting as easy as possible for all members. If a *Return Service* is not feasible, members are encouraged to schedule an *Off Route Service*. See the *Off Route Service* section for more details.

## **20. Pizza Boxes Policy**

On scheduled service days, members can place up to 4 pizza boxes on top of their WasteNot buckets to be collected with their bucket on that scheduled service day.

Pizza boxes are the only extra item that can be placed out with your bucket without having to contact WasteNot support.

## **21. Excess Compostable Waste Policy**

Occasionally, members can generate excess compostable waste. In this event, please send an "Extra Bucket Request" via email to: [hq@wastenotcompost.com](mailto:hq@wastenotcompost.com). All requests must be made with 3 business days notice to give our team sufficient time to arrange an extra bucket. Members will receive their extra bucket along with their normal bucket(s) on a regularly scheduled service date.

In the event that a member does not arrange an extra bucket but does set out excess compostable waste, WasteNot cannot guarantee their acceptance. Accepting excess waste in improper receptacles results in several issues for our hard-working Operators such as leakage, odor, mess, etc. WasteNot allows for Operator discretion when servicing accounts with unscheduled excess waste.

If our Operator does take a member's excess waste, a minimum extra charge of \$7 will be added to the member's bill. Members will be alerted via email in this event.

## **22. Terms and Conditions Update Policy**

WasteNot will periodically update this document. The current edition will be attached to all route reminders, sent the night before a scheduled service day. WasteNot encourages all members to stay current with our Terms and Conditions.