



POLICIES

Collection Time/Placement: Parks & Sons cannot guarantee the same time of pickup each day. Please provide unobstructed access to the equipment at all times on scheduled collection days. If the equipment is located behind a gate, the gate must be unlocked and opened as workers are not responsible for opening/closing and/or unlocking/locking gates. Equipment to which clear and unobstructed access is not provided will not be serviced. Any right of way provided for Parks & Sons' equipment must be sufficient to bear the weight of all equipment and vehicles reasonably required to perform the service contracted. Parks & Sons is not responsible for damage to any private property of any route reasonably necessary to perform the services contracted.

Weight: Containers with dirt, rock, concrete, block, tile, cactus, shingles, manure, or other heavy material may be too heavy for the truck to dump. If the truck is unable to dump the container, the container must be partially emptied in order to lighten the load (additional fees may apply if a second trip is needed to empty the container). If the truck is able to dump the heavy container, additional charges may be incurred to cover landfill fees.

Unacceptable Waste: Do not place any hazardous, radioactive, toxic, explosive, or corrosive materials (including tires, oil, paint, batteries, and antifreeze) into the waste to be collected by Parks & Sons. Do not place appliances (including washers, dryers, water heaters, and refrigerators) and/or furniture longer than four feet in length (including couches, bed frames, and mattresses) into the waste to be picked up by Parks & Sons. Containers with these items will not be emptied. In the event that said materials are placed into containers serviced by Parks & Sons, the Customer is solely liable for any and all required remedial action. Parks & Sons must be reimbursed for any regulatory fines attributable to the Customer improperly packaging, manifesting, or labeling the waste picked up and transported by Parks & Sons. Service is subject to immediate cancellation if any of the above mentioned materials are placed into the waste collected.

Equipment: All reusable equipment shall remain the property of Parks & Sons and must be utilized only for its intended use and cannot be moved or altered. Customer shall be liable for all loss or damage to such equipment (except for normal wear and tear and for loss or damage resulting from Parks & Sons' handling of the equipment). Customer shall indemnify, defend, and hold harmless Parks & Sons from and against all losses arising from any injury or death to persons or loss or damage to property arising out of Customer's use, operation, or possession of the equipment.

Containment: Do not overload the container as containers with waste exceeding the top will NOT be emptied.

Large/Bulk Item Disposal: If you have an excessive amount of trash or large items to be disposed of that will not fit in the container, contact Customer Service.

BILLING

Payment: All billing will reflect current charges and any delinquent amount. If the past due amount is not paid by the date indicated on the invoice, no further notice will be provided and service may be suspended and/or terminated for non-payment. Once stopped for non-payment, there will be a fee to resume service and payment will be required in the form of cash, money order, or credit/debit card to avoid a waiting period. Accounts that have a recurring history of service termination for non-payment may require an additional deposit prior to service re-activation.

Service changes: Modifications to your service must be requested in person, over the phone, or in writing. A penalty may be assessed for terminating service prior to the contract end date if the service is under an active agreement. If you must stop your service for any reason, please be sure to contact Customer Service in advance as you will continue to be billed until such notification is received and processed.

HOLIDAY SCHEDULE 2017

Following is a list of the observed holidays that may affect your regular collection schedule.

Independence Day	Tuesday, July 4
Thanksgiving	Thursday, November 23
Christmas	Monday, December 25
New Years Day	Monday, January 1, 2018

When your collection day lands on or falls after a holiday during an observed holiday week, your service will not be cancelled but may be delayed up to one day. For more details on your collection days during a holiday week, please contact Customer Service.

If a holiday is not mentioned in the schedule, your trash and/or recycling collections will not be affected.

The following holidays will NOT affect your collection this year: New Years Day, Presidents Day, Memorial Day, Labor Day, Veterans Day.

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