

STEVENS DISPOSAL & RECYCLING SERVICE, INC

STEVENS **STOP** & **GO** PORTABLE TOILETS

P.O. BOX 500

TEMPERANCE, MI 48182

Phone: 800-779-0344 Fax: 734-279-2383

RESIDENTIAL CUSTOMER POLICIES

BILLING: New customers are to pay 3 months in advance at the time of signing up for service plus the \$30 delivery fee. Services will not start until payment is made. All residential customers are billed quarterly for 3 months at a time and in advance. Your billing cycle will depend on the month that you start service. Payments must be paid by the due date or a \$5 late fee will be added to the invoice and will show as a past due amount on the next invoice.

PAYMENTS: Payments may be mailed to Stevens Disposal, PO Box 500 Temperance MI 48182. Payments may be dropped off at our office (in the drop box), 16929 Ida West Rd, Petersburg, MI 49270. We accept checks, cash, Master card, Visa, Discover and American express. You may make your payment over the phone using a credit or debit card or by check. We also offer automatic pay with the credit card, debit card or check which would run on the 5th of the month that you are invoiced. You may also pay online at www.stevensdisposal.com with credit or debit card.

NON-PAYMENT OF SERVICES: Any account that falls delinquent may have services suspended. An account that is past due 2 weeks will be considered delinquent and will result in suspension of service. At least one reminder call will be made prior to suspending a customer's service. Accounts that are suspended and remain unpaid are subject to a \$40 collection fee and sent to the credit bureau (letter of intent will be mailed first). All checks returned to us by the bank for NON SUFFICIENT FUNDS will be charged a \$35.00 fee and be automatically suspended.

WHAT IS RESIDENTIAL HOUSEHOLD TRASH? Trash must be in a Stevens Toter or bags only no customer owned cans. Your monthly rate is for the pick up of household trash that is bagged or canned. **ALL TRASH MUST BE BAGGED AND TIED SHUT!** Our prices are per household/family. Household trash does not include any large items: such as furniture, appliances, tires, yard waste, remodeling and construction waste. You must stay within your service limit or have your service moved up to the service limit that suits you. Toters / bags must weigh less than 50lbs. Please see Toter Guidelines for additional information.

EXTRAS: Please call our office for the cost on extras and to schedule a pick up. You must call before your pickup day to have these items hauled. All extras must be paid for in advance.

PICK UP: Please have your trash out the night before your pickup day as we start very early. Our drivers log their times and note any stop that is not out. If you fail to put your trash out on time, you will need to wait until your next pick up or pay extra to have it picked up. If your trash is missed you must call our office or email us the same day or by 10am the next day so we can recover the missed pickup. Late reports will have to wait for the next weeks pickup. Stevens Disposal has the right to skip a pick up due to weather and or bad roads; this is for the safety of our employees. In this case, if the roads are clear the following week the driver will pick up two weeks' worth of trash for you. Customer's may put service on hold at any time. On hold accounts must be on hold 4 consecutive weeks to receive a credit.

HOLIDAY PICK UP: In case of a holiday, trash may be delayed one day when they land on a week day. Memorial and Labor days the whole week is delayed one day. Thanksgiving, Thursday and Friday are delayed one day. 4th of July, Christmas and New Year's Day are only delayed if they land on a week day and only effect the day they land on and the rest of the week through Friday. A more detailed explanation can be found at www.stevensdisposal.com under Holiday Schedule Policy.

DAMAGE TO CUSTOMER EQUIPMENT AND STEVENS DISPOSAL EQUIPMENT: It is the policy of Stevens Disposal to treat our customer's equipment with care and always handle the equipment in a professional manner. Occasionally under certain conditions a can will be broken, a handle or wheel broken off or weather conditions will contribute to excessive wear and tear of a customer's equipment. In the event of damage to a customer's equipment, Stevens Disposal will not be held accountable. In regards to a Stevens Disposal Toter can, these cans will be exchanged only for regular wear and tear. Other fees will apply for lost or stolen cans, as well as cans which have been hit by vehicles or snow plows.

CANCELLATION OF SERVICE: Canceling service partially through your quarter will void any refund of prepaid funds. We will honor services through your paid date of services and then cancel your account at your request. Exceptions are allowed if you are moving out of our service area. Any refunds approved will be charged a processing fee based on payment method.