

# 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 or within the first 2 weeks of service. 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, 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 card, debit card or by check. We also offer automatic pay with the credit card, debit card or check which would run on the 5<sup>th</sup> of the month that you are invoiced. You may also pay online at [www.stevensdisposal.com](http://www.stevensdisposal.com) with credit card 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 \$35 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 SUFFICEINT FUNDS will be charged a \$30.00 fee and be automatically suspended.

#### **WHAT IS RESIDENTIAL HOUSEHOLD TRASH?**

Your monthly rate is for the pick up of household trash that is bagged or canned. 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 with in your can limit or have your service moved up to the can limit that suits you. Cans or bags must weight less than 50lbs.

#### **EXTRAS:**

Please call our office for the cost on extras and to schedule a pick up. You must call before your pick up day to have these items hauled. All extras must be paid for in advance or to the driver at time of pick up.

#### **PICK UP:**

Please have your trash out the night before your pick up 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. 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.

#### **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. 4<sup>th</sup> 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.

#### **DAMAGE TO CUSTOMERS 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. Stevens Disposal will rely on statements from our drivers/ helpers and customers to evaluate our liability. In most cases customers are responsible for their own equipment.

#### **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.