Dear Valued Customer**,**

Thank you for choosing One Way, Inc. for your disposal needs. As a locally owned small family business, One Way understands the importance of individualized attention and customer relationships. We are confident that you will be very satisfied with the services that we offer.

As your disposal needs change, we will be happy to help you re-evaluate your account to find the best options to fit your situation.

The information enclosed will help you make the most of our services. If you have questions, please contact customer service at 303-823-0556.

Again, thank you for choosing One Way, Inc.

**General Policies**

**Collection Time:** Please have material out for collection and free of obstruction no later than 8:00 A.M on your service day. If access is blocked, your account will still be charged for service.

**Service Limit:** Service limit is the amount of material we will collect for no additional charge. Your service limit is determined by the size of your container. If you have questions on your limit please contact customer service.

**Collection Schedule:** Collection occurs on a predetermined scheduled. We cannot guarantee same-day service, we require notice of at least one business day in advance. Collections scheduled off of your regular route day will incur an off route fee.

**Special Collections:** Arrangements can be made for collection of large loads or certain bulky items. Please contact customer service to schedule special collections.

**Containers:** Containers are provided for most accounts. Please do not modify the container without permission. We will service any type of personal container and or enclosure. In designated areas, we offer rental of Polycarts for trash, recycle and or compost services. Customers are liable for property of One Way, Inc. that is damaged, lost, stolen or not returned upon service cancellation.

**Terms of Service:** Customers and One Way, Inc. reserve the right to cancel service at any time. One Way, Inc. reserves the right to recover company property at any time. Customers are liable for all charges associated with the account until notification of service cancellation is received and all company property is returned to One Way, Inc.

**Alternative Billing & Payment Options:** We offer paperless billing to your e-mail address as well as automatic payment by means of a debit card, credit card or electronic check. Pay online at www.billandpay.com/go/onewaytrash.

**Credits:** We will notify you of missed collections due to equipment failure or landfill closures and your collection will be rescheduled. We will not call if weather or road conditions are the problem.

**Due Date:** We begin service as a courtesy, but expect payment in full within 15 days. If payment is not received service will be interrupted and an interruption fee will be assessed to the account. Delinquent accounts will be charged an interest fee and may be turned over to a third party collection agency.

**Holiday Schedule:** We run routes on all holidays except THANKSGIVING DAY, CHRISTMAS DAY and NEW YEAR'S DAY. Our routes on those holidays and the subsequent days of that week will be completed one day late. Friday collections will be rescheduled for Saturday.

**Services that Incur Extra Fees:** Volumes exceeding your current limit, including items outside of your container; heavy or overloaded containers; restricted items; non compactable material; loose material; bulky items, such as construction debris, furniture, appliances, carpet or pad, etc.; returning to collect material that was not out on time or not accessible.

**Contaminated Recycling/Compost:** If you subscribe to recycle or compost services, please review the guidelines for acceptable material. To protect our loads, we cannot accept contaminated material. If material contains contaminates then the entire load will be collected as garbage. If the material is taken as garbage due to contamination, then additional fees will apply if the collection exceeds your weekly trash limit.

**Restricted Items:** The following items are restricted:

**NO** ashes.

**NO** car batteries, paints, chemicals, explosives, tires or other items banned by the landfill.

**NO** electronics associated with (but not limited to) televisions, computers or gaming consoles.

**NO** refrigerators, freezers, air conditioners or any other object that contains Freon.

**NO** hazardous material, mercury-containing devices, medical waste, syringes & lancets

**NO** non-compactable material. Such as, but not limited to

Animal manure, Auto Parts, Bricks, Concrete, Construction Debris, Demolition Debris, Dirt, compacted grass, gypsum board/ drywall, metal containers/ drums/ posts/ scrap, un-broken down pallets, compacted pine needles, plywood, railroad ties, rock, sand, shingles, sod, tile, wood/ 2x4’s/ stumps, etc.

If any of the above listed are found in your refuse, you will be held liable for any additional fees. One Way holds the right to remove the container if restricted material is found inside the container.

Sincerely,

**One Way, Inc.**

(303) 823-0556