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. To find out what your service limit is, please refer to your invoice sent from One Way, Inc. or you may contact customer service.

**Regular Collection Schedule:** Collection occurs weekly. Service is not guaranteed; collection is contingent on weather and road conditions. Our staff will collect where your drive meets the main road or in the alley behind your home. Access off of the main road or to private property requires an additional paid driveway service. Please have material out for collection no later than 8:00 A.M. Credit is not issued if material is not out or inaccessible.

**Irregular Collection Schedule:** Collection occurs on a pre-determined schedule. 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 our office to schedule special collections.

**Containers:** Containers are provided and or available for rent in designated areas only. We will service any type of personal container and or enclosure. 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:** Credit is issued with advance notice of at least one business day. Credit is recognized for service holds of two consecutive weeks or longer. The credit policy is not to be used to receive irregular service at the weekly rate. Customers must receive a minimum of two collections per month to maintain weekly service rates. We will notify you of missed collections due to equipment failure or landfill closures and your collection will be rescheduled. Notification will not be issued if weather or road conditions are the problem. You are responsible for all charges associated with your account until notice of service cancellation is received and all company property is returned.

**Due Date:** We begin service as a courtesy, but expect payment in full within 15 days. If payment is not received within the grace period and rebilling is necessary, your account will be charged a rebilling fee. 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 cancel service if restricted material is found inside the container.

Sincerely,

**One Way, Inc.**

(303) 823-0556