

EZEBAG Conditions of Purchase and Use

1. Taking care of the bag

The **EZEBAG** is very strong but may be weakened if damaged. Check your bag after unpacking it and avoid puncturing or tearing it during use. Do not use the bag to dispose of sharp objects, hot ashes or anything that may penetrate it. The **EZEBAG** is a single trip bag and will not be replaced.

2. Positioning the bag

Do this before you start to fill it. You may not be able to move it later and any attempt to do so may result in you damaging the bag or hurting yourself.

Please bear in mind that the **EZEBAG** must be left within 4 metres (13 feet) of a public highway and that the highway must be at least 4 metres (13 feet) wide to enable access for the lorry.

Please also note that our lorries will not drive on to block paving due to the risk of damage.

It's important to be aware that your collection will be carried out by a large lorry. Our standard fleet consists of 26 tonne vehicles, which are about the size of a fire engine. If you have any concerns about access, please contact us for full specification before you place your order as a handling fee may be applied if a collection fails due to access, or we have to collect via one of our specialist smaller vehicles.

The bag must be well clear of any walls, trees, parked cars, overhead wires or anything else that might obstruct the operation of the crane.

You should not place your **EZEBAG** on public highways, pavements or verges without obtaining prior permission to do so from your local authority. Find out more about obtaining permission [here](#).

Should access to the bag be restricted, there may be a charge incurred to accommodate an alternative collection vehicle. Please contact us for more information.

3. Filling the bag

Distribute your waste and its weight evenly and do not overload or fill the bag above the top edge. Maximum 1 tonne. If the bag is overfilled, you will be charged extra.

Please Note: The **EZEBAG** is intended for the disposal of ordinary household, garden and builders' waste only. The bag should not be used to dispose of hazardous or specialist wastes. Examples include asbestos, fridges, freezers, batteries, electrical goods, gas bottles, liquids, chemicals, sprung mattresses, clinical or food waste and soil. These cost more to recycle or dispose of, so if we find any of the above in your bag, any surcharges will be passed onto you directly. You should also be aware that failure to declare these wastes or comply with this guidance may

put you in breach of UK environmental protection laws. For further information regarding a particular waste stream, please contact us.

Due to EA legislation, plasterboard cannot be accepted if mixed with other waste streams. We can only collect plasterboard if it is segregated into its own **EZEBAG**. Please contact us on 01803 834622 if you have any questions regarding the waste in your bag.

4. Contacting us to arrange collection

We are open Monday to Friday between 8am and 5pm (excluding bank holidays); these hours may be extended during peak season. Be ready to tell us your contact details including a daytime telephone number, what's in your **EZEBAG**, where your **EZEBAG** is located, how many **EZEBAGs** are ready for collection, if your road is wide enough for our collection lorry (at least 4 metres), if you think there may be any other access issues and finally, if you need to be there when we collect.

Our prepaid bag and collection service is valid for 1 year from the date of purchase. The price paid at the time of purchase is valid throughout this timeframe. If you wish to arrange a collection after this time you may incur a surcharge. For more information call us on 01803 834622. We will aim to collect your bag within 5 working days, starting from the day after your request. This may be extended during peak times (e.g. bank holidays) but we'll always keep you posted.

If you have any concerns regarding your location please contact us before you purchase the bag and we will be able to confirm your collection price.

5. Allow access

Make sure that our collection representative can access the collection site at any time between 6am and 9pm seven days a week, even if nobody is there. Please note that we reserve the right to refuse collection if a bag is positioned beyond the reach of our vehicle, our lorry would need to drive onto block paving, the crane operation is obstructed, our collection representative cannot gain access to the site, or if the bag is overloaded, overfilled, damaged or contains anything other than ordinary household, garden or builders' waste (refer to 'Filling the bag' above).

Please advise staff at time of booking of any restrictions that may apply to the collection site e.g. red route network, no parking, no waiting etc.

If collection is unsuccessful for any of these reasons it may not be possible to issue you with a full refund. Please be aware that the **EZE** fleet are costly to run so for this and environmental reasons we aim to keep mileage to a minimum.

6. Refund policy

We hope you won't change your mind, but if you do, you have up to 28 days to return your purchase and request a refund. Simply contact our customer services team and return your **EZEBAG** to us, unused and in its original packaging. Please

note that you will be responsible for the cost of returning the bag. Once received, we will cancel your order and issue a full refund.

In accordance with the Consumer Protection (Distance Selling) Regulations 2000, you cannot cancel the collection service once it has started. It may be possible to reschedule the collection at **EZEBAG's** discretion.

7. CHRISTMAS EZEBAG COLLECTION

In order to assure your **EZEBAG** Collection before Christmas, please ensure you have booked this on or before Tuesday 12th December 2017. Any **EZEBAG** Collection bookings made after this date cannot be guaranteed before Christmas. We will still aim to collect your **EZEBAG** within 5 working days, however this could be longer due to the busy time of year.