



PO BOX 28 813, Remuera, Auckland 1541

Office: (09) 585 2124

Mobile: 0274 789 420

[garden\\_bag\\_co@xtra.co.nz](mailto:garden_bag_co@xtra.co.nz)



## Terms and Conditions

The Garden Bag Company is a family owned and operated business. Our aim is to offer a professional friendly and reliable service. We supply all our customers with collection dates and we collect on the specific day that is supplied to you. The only reason that we would be unable to collect would be tip closure or due to unforeseen circumstances and your collection would be done as soon as possible, usually the next day.

## General Information

- **The wheelie bins:** The wheelie bins are collected from the kerb-side every 4 weeks. On a collection day, you need to put the bin on kerb-side by 7am so we can empty it for you (does not apply to customers who have arrangements to collect the bin from property at a different rate). If you forget to put the bin out, we can collect it from your property if possible and an additional charge will be added to your account. If you don't want us to collect it from your property, please let our office know. Please don't overfill the wheelie bins and ensure that the lid is kept closed.
- **The garden bags:** The garden bags and frames must be situated in an accessible place so they can be easily removed from your property. Please don't overfill the bags or make them too heavy as they are man handled and it is difficult to remove the bag from the frame. On a collection day, we remove the full bag and leave you with an empty bag on the frame. The bags come with a string and locking fitting to stay secure and tidy. Please do not tie the string of the garden bag as it is difficult for us to untie it.
- **Heavy bags:** Although our bags are 600lts we kindly ask for the bags to be reasonably so we can put them on our trolley and take them to the truck. If the bags are too heavy and we can't put them on our trolley or move them to the truck, we will leave you a spare bag for you to split it and take both bags on the next collection date. Note you will get charge for 2 bags.
- **Long or steep drive ways:** if you have a long or steep drive way chances are that we won't be able to provide you with a garden bag service but we can provide you with a wheelie bin service on a kebside collection option.
- **Access:** If you don't make a postponement and access is denied (i.e. dogs, stairs, locked gates, vehicle obstructing etc.) the full fee will still apply to cover our costs.

- **Green organic garden waste only:** The garden bags and wheelie bins are for green organic garden waste only, so anything that's green can be put in the bag or the bin. We don't take the following: NO Flax, bamboo, rocks, dirt, household rubbish, paper, plastic, branches bigger than 100mm in diameter, hard material, compost, pet litter, top soil etc. If any of these are found in the bag or bin and can't easily be removed from your bag or bin the full fee will apply and you need to ensure that in the next collection date they are removed and the bag/bin contains green organic garden waste only.
- **Collection dates:** In beginning of each year we supply each customer with a list of pickup dates until January the following year so you know when your bag/bin is due to be collected. Every time that we collect your bag/bin we leave a statement/invoice in your letter box and half way down you will see the next two collection dates printed. If you lose the pickup list, please phone or email us so we can send you a new one.
- **Postponements:** We work on a 4 weekly basis and allow 2 postponements within a year. To postpone a collection, you can email or call our office at least one day before the collection day and it would have to be before 8pm. We have an answer phone system so all you need to do is leave your name, address, and your customer number and mention what date you don't want a collection of a bag or bin and we will do it for you. If you forget to postpone a collection or if call after 8pm (a day before your collection day) and we call to your property a full fee will still apply to cover our costs.
- **Damage or loss of garden bags, frames or bins:** You will be charged for damaged or loss of our product. Bags at \$20.00 each, Frames at \$40.00 each and replacement bins at \$85.00.

## Termination or Service

- **Termination of service:** If you no longer require our services please advise us to avoid continuing to service your property and to prevent extra charges to you. When cancelling the service, we will remove our garden bags and frames or wheelie bins on your next collection date and that will be the final collection charge on your account.
- **Unused Credits:** We do not refund unused credits. However, if you moving and have any prepaid collections you can transfer them to your new property or any other property that is within our collection area. Your unused credits are transferable but not refundable.
- **Early Termination of Service:** If we deliver you a wheelie bin or a garden bag and frame and you decide you don't need this service prior to your first collection a \$35.00 charge will apply to cover our costs.

## Payments:

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- **Payments:** All customers can pay as we collect or have options to prepay in blocks of four, six, or twelve collections. If you prepay for twelve collections in advance, then we will do the thirteenth collection for free. Customers that don't wish to prepay need to pay their account 23 days after we collect the bag or the bin. Collections will not be made to accounts that fall four collections overdue.
- **Overdue accounts:** If your account falls four collections overdue for payment we will suspend pickups until your account is fully paid. If you fail to pay the overdue account within 28 days or don't contact us to make arrangements, then we are ordered to send your account to credit collection agency and all expenses made by The Garden Bag Company will have to be paid by you in full.
- **Preferred Payments:** We prefer payments by Direct Debit, Internet banking, or phone banking
  - All Cheque payments must be payable to The Garden Bag Company and posted to our PO BOX address.
  - Payments can be made directly to our bank account, (payment instruction indicated in the invoice/statement which is left in your letter box after each collection).
  - We do not accept cash so please don't give any cash or cheques to our drivers to avoid the loss of payment or theft in our truck as our drivers are in and out of the truck all day and can easily be targeted.

**The Garden Bag Company reserves the right to amend these terms and conditions if and when necessary.**