

RECYCLING ACCEPTED

*Recycling service availability varies by market



Aluminum Cans



Books (paperback only)



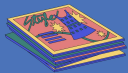
Cardboard boxes (flattened)



Glass Bottles



Junk Mail



Magazines



Newspaper & Inserts



Office paper & folders



Paper Bags



Plastic Jugs



Plastic bottles, jars, and stackable dairy tubs



Tin, steel or aerosol cans

Dos and Don'ts of Dependable Totes

KEEP TOTES AWAY FROM MAILBOX AND OTHER DRIVEWAY OBJECTS.



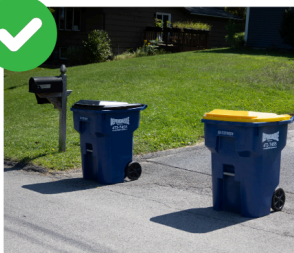
PUT EACH TOTE ON OPPOSITE SIDES OF YOUR DRIVEWAY OR LEAVE AT LEAST 3FT BETWEEN THEM.



PLACE EVERYTHING IN THE TOTE EVEN IF THE LID DOESN'T CLOSE COMPLETELY.



PLACE TOTES AS CLOSE TO THE EDGE OF THE CURB AS POSSIBLE AND FACE ARROWS ON THE LID TOWARDS THE STREET.



PLEASE NO:

- bagged material
- styrofoam
- plastic bags
- waxed cardboard
- dishes
- electronics
- yard waste or trash
- food waste
- household hazardous waste
- light bulbs
- mirrors
- ceramics
- motor oil containers
- window glass
- hardcover books
- shredded paper

DEPENDABLE DISPOSAL

EXPERIENCE THE DIFFERENCE

Transparency in Service, Dependability in Action

Thank you for being a valued member of the Dependable Disposal family. We truly appreciate your business and are grateful for the opportunity to serve you.

Dependable Disposal is a family-owned business serving communities since 2001. What began in Central New York has grown to include Western NY, the Southern Tier of NY, and Northern Pennsylvania. Staying committed to reliable service and providing great customer care is our top priority. We pride ourselves on living up to our name—offering reliable, courteous, and efficient service to homes and businesses.

Need help with your account? Our team is just a call, text, or email away. You can also visit dependable-disposal.com for helpful tools and information. We look forward to serving you for years to come. Enclosed in this envelope you will find our full Terms & Conditions for service.

Thank you,

Steven Molgor

dependable-disposal.com

315-472-7455 | 585-505-1500 | 607-565-5100

Terms of Service

Billing:

Rates are guaranteed for a minimum of 12 months. Invoices are issued at the start of each billing period (quarterly or annually). Payments can be made online at dependable-disposal.com, by mail, through automatic payment (card or ACH), or by calling and speaking to a team member. Invoices include the service rate, fuel recovery fee, and applicable taxes. After 12 months, rates may change due to market conditions.

Fuel Recovery Fee:

A variable fuel recovery fee is applied based on diesel fuel costs (per PADD 1B data website). The fee may increase or decrease as fuel prices change and is listed separately on your invoice.

Due Dates, Suspension of Service &

Reinstatement:

Payment is due within **15 days** of the invoice date. A **\$3 late fee** applies after 30 days. Accounts **60+ days past due** may have service suspended and requires a **\$25 reactivation fee**. Unpaid accounts may result in **container removal (\$75 handling fee)** and possible **collections action**.

To restore service after container removal, the following must be prepaid: **past due balance, current quarter, and a one-quarter security deposit**. Additional requirements (such as autopay or a larger deposit) may apply for repeated suspensions.

Payment Discrepancies:

Any payment returned from the bank due to insufficient funds, stopped payments, account not found, or frozen accounts will incur the following fees:

- Returned Check Fee: \$35.00 plus applicable taxes
- Return ACH Payment Fee: \$5.00 plus applicable taxes

Termination: Accounts closed within the first 12 months will be charged a **\$30 tote retrieval fee plus applicable tax**.

Totes:

All totes remain **company property** and should not be marked. Report broken totes to customer service; replacements may incur a fee of **\$30 plus applicable tax**. Upon account closure, suspension, or non-payment, totes must be returned in good condition. Denied or obstructed access may result in a **\$100 per tote fee plus applicable tax**.

Extra Bags & Totes:

We will take a maximum of 3 additional bags outside the tote(s) at no charge. Frequent extra bags or overloaded totes may require a **service upgrade**. **Extra totes** are available for a fee—contact customer service for details.

Bulk Pickups:

For large items or excess waste, **contact us in advance** to schedule a special pickup. Fees and availability vary by area. If you have scheduled a pickup and it is not at the curb at time of service, a **\$25 trip fee** will apply.

Garage Stop Service:

We do offer a garage service where a driver comes on the property to collect your tote(s) in select areas for an additional fee. Please contact our customer service team for more information.

Yard Waste:

Rules and restrictions are area specific. Please visit our website or contact our customer service team for more info regarding your service area.

Seasonal Customers:

Prorated billing is available for absences of **3+ weeks**. Contact customer service **at least 1 week in advance** to pause or resume service. Credits are **not retroactive**, and long holds (6+ months) may require account confirmation.

Trash/Recycling:

Customers are highly encouraged to **bag all trash (no bags over 30 gallons)**. Recycling should be **unsorted and unbagged** (unless specified by the representative when you signed up for service). Place totes at the curb the **night before or by 5am**, as service times vary. Totes may be filled but not overpacked. *Recycling availability varies by area.

Unacceptable Materials:

Animal carcasses, appliances, auto liquid products, batteries, chemical agents, concrete, electronics, gasoline, liquid paint, microwaves, needles, sheet rock, tires, TVs, etc.

Two-Way Texting:

Contact our customer service team via phone or two-way text. Message/data rates may apply. Text any of our numbers to get started.

Holiday Delays & Service Notifications:

No service on **New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas**. With a **one-day delay** following holidays. We notify customers of holiday or service delays via email, social media, and our website. Calendars available upon request.

Tackling a big project or cleaning out your home? Let us handle the mess — rent a dumpster or roll-off today!

Call us today for a free quote!

DISCOUNTS

Yearly Billing in Advance: Customers who prepay annually receive a 3% discount

Senior Discount: Customers aged 60+ are eligible to receive a 3% discount upon completing our senior discount application.

Military Discount: Customers with a valid military ID that complete our application are eligible to receive a 3% discount.

Referrals: Receive a \$20 account credit when a new customer lists you as their referral.

Note: Applications are available online or can be sent to you by a member of our customer service team upon request. Senior and military discounts do not combine.