

Regulations For Residential Trash Service.

- Please have your garbage and recycle out by 6:00 am or the night before.
- Trash Will NOT be picked up on the Following Holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day and Christmas Day.
- If any of the above Holiday's fall on your trash pick up day: Your trash will be picked up on the following day.
- All Invoice are due Net 30 days.
- Any account over 30 days past due will be charged a 5% late fee.
- All Invoice over 45 days will go on automatic shut off. When payment is received in full, service will resume on your next scheduled pickup day. A \$50.00 fee will be applied if a pickup is requested.
- We accept all major credit/debit cards. You may pay over the phone, in person, or pay online at cooksdisposal.com. We also offer auto pay with your credit or debit card.
- *You will not be entitled to a refund if you cancel service. You must complete your quarter unless you have moved or deceased.*
- *Two-96 gallon toters are provided. One for Trash and One for recycling.*
- *You cannot transfer service. If you move and do not cancel service, you will be responsible for any charges and additional fees linked to that address until you notify us.*
- *Recycling. We pick up your recycling every week, this is included in your bill. Pursuant to New York state and local County laws you cannot throw your recycling in your trash bin or throw trash in your recycling bin. If Trash is mixed with recycling and/or recycling is mixed in with trash there will be an additional fee of \$50.00.*
- *Additional items. Bulky or Heavy items, please call our office in advance to arrange pick up before your service day. We offer clean-up services for decks, pools, sheds, garages and basements. Also, we offer dump trailer rentals for DIY clean ups. Please feel free to call the office at 585-502-0001.*
- **Cancellation.** If you have been a customer for less than 12 months and you quit or cancel service with us for any reason other than moving, you will be charged a tote return and pick up fee of \$60 for the first tote and \$30 for each additional

tote. Customers who have had service with us for a period of 12 month or longer and decide to cancel or quit service, other than for the reason of moving will be charged \$35 for the first tote and \$20 for each additional tote.