

Terms and Conditions For Residential Trash Service with Cook's Disposal

- Please have your garbage and recycle out by 6 a.m. 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 holidays fall on your trash pick up day: Your trash will be picked up on the following day.
- First service invoice (quarterly or annually) must be paid in full before first scheduled pick up in order for service to begin.
- All invoices are due net 15 days.
- All accounts 15 days overdue 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 before then.
- You may pay over the phone, by check, or electronically via your online invoice. Credit card payments coming soon!
- You will not be entitled to a refund if you cancel service. You must complete your quarter or your annual contract unless you have moved or are deceased.
- Two-96 gallon totes 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.
- **Additional items.** For 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 315-502-0001.
- **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 \$50. Customers who have had service with us for a period of 12 months or longer and decide to cancel or quit service, other than for the reason of moving will be charged \$35.