

## **TERMS AND CONDITIONS REVISED NOVEMBER 2015**

### **CUSTOMER FREQUENTLY ASKED QUESTIONS**

#### **Do I need to sign a contract/written application form?**

Section 1. Definitions of the T's and C's, defines the term customer application form as a means of application for services. This does not need to be a written application form. It may be written, over the phone or on-line. The Terms and Conditions along with the application form, be it written, online or over the phone constitute as a legally binding agreement

#### **My bins were not collected yesterday but I had paid yesterday morning. Why did I not get the collection that I paid for and when can you arrange another collection?**

We do advise that payment should be made at least 2 working days before your collection is due to ensure there is no disruption to your service. As section 3.8 of our terms and conditions outline, the customer must ensure their account is maintained and allow adequate time for payments to be received by Oxigen. Your bins will be serviced on the next scheduled collection day on your calendar.

#### **I left my bins out for collection this morning but the lorry was around earlier than usual. When are my bins going to be collected?**

We do specify that your bins should be left on the kerbside the night before the collection. Please see section 4.5 and 4.6 of our Terms and Conditions. Your bins will be serviced on the next scheduled collection day on your calendar.

#### **My bins were stolen so I need new bins. Do I have to pay for them?**

Yes, the bins are the property of Oxigen and there is therefore a charge of €25 per bin. Your bins will be replaced upon payment of the charges.

#### **If I wish to cancel my account do I still have to pay the charge of €25 per bin?**

It is the responsibility of the customer to ensure that the bins are in safe and secure storage and your account shall not be deemed as cancelled until such as a time as the bins are returned to Oxigen. If they are not/cannot be returned there will be a charge of €25 per bin. Appropriate notice of termination must also be provided and all termination fees paid

#### **The Terms and Conditions state that my bin may not be collected if the weight is excessive. What is the maximum weight that is allowed before it is considered as excessive?**

Excessive weight is the weight the service operator deems excessive – i.e. danger to person to manoeuvre. Too heavy to safely get to the bin truck to have it serviced.

#### **There was a sticker on my bin saying that it was contaminated. When will my bin be collected?**

Please check the contents of the bin and remove any contamination. The bins can then be presented for the next collection as usual.

#### **It was not me who put the contaminated items in the bin; it was my neighbour so when will my bin be collected?**

The customer is responsible for ensuring there are no contaminates in the bin and so please check the contents of the bin and remove any contamination. The bins can then be presented for the next collection as usual.

#### **I am unable to remove the contaminated items from the bin and need to get it collected. Please can I arrange for it to be collected anyway?**

Due to a special collection needing to be arranged, there will be a charge of €50

#### **Do I have to give 30 days' notice even if it is the end of my term?**

Yes, upon expiry of the term, unless you provide not less than 30 days' notice, the agreement will continue on an annual period to period basis on the basis of the same terms and conditions. Please refer to section 5.3 of the Terms and Conditions

#### **What happens if I do not provide 30 days' notice upon expiry of the term?**

If you do not provide not less than 30 days' notice the agreement will continue on an annual period to period basis on the basis of the same Terms and Conditions.

#### **If I cancel my account before the minimum contract what charges will I have to pay?**

You are liable to pay the sum of the monthly charges which would otherwise be payable until the end of the Term and the early cancellation charges of €25 early cancellation fee and €25 per bin for retrieving and cleaning the bins. Please refer to section 5 of the Terms and Conditions

#### **If I cancel my account at the end of my term what charges will I have to pay?**

Once you provide not less than 30 days' notice upon the expiry of the Term you won't be required to pay any charges.