

A.O.K. SANITATIONS, INC.

SERVICE AGREEMENT

Collection:

Garbage:

Place garbage containers at curbside the night before scheduled pickup. All garbage must be bagged. The garbage must fit inside an A.O.K. issued garbage receptacle. Please ensure all containers have an A.O.K. Sanitations' label on it for collection. All items in the vicinity of garbage cans may be deemed as garbage & disposed of. Sharing garbage service is PROHIBITED and if suspected, services will not be rendered. Only household/office garbage accepted. NO ANIMAL CARCASSES ACCEPTED. Bags must not weigh over 20lbs. and must be able to maintain contents without tearing or leaking.

LOOSE CONTENTS WILL NOT BE ACCEPTED NOR SORTED THROUGH TO REACH BAGGED GARBAGE. All bags must be TIED. (Draw Strings must be tied, not just pulled). Torn bags or bags that have been attacked by animals will not be collected. Please use only standard garbage bags.

Curbside Recycling: (DO NOT BAG Recycling items)

Acceptable Items:

Plastics, including black plastic, soft drink and water bottles, plastic milk jugs

Unbroken glass of any color, green, brown, clear, etc.

Aluminum cans (drink cans)

Tin or metal cans (food cans rinsed out)

Un-waxed chipboard, cardboard like: and up to 10 boxes must be **flattened and on ground next to recycling can**

Newspaper, including advertising inserts

Magazines, pamphlets, brochures, annual reports, etc.

Telephone books, catalogs,

Office paper, stationary, post-it-notes of any color

Shredded paper

Junk mail and advertisements, Envelopes

Posters, greeting cards, art paper

Items Not Accepted: - NO RECYCLING WILL BE ACCEPTED OR CANS EMPTIED IF ITEMS BELOW ARE NOTICED.

Biological materials or contaminates, food

Tissues, paper towels, toilet paper, paper napkins

Food, food wrappings and food contaminated packages, like pizza boxes and meat trays

Styrofoam in any form such as packing peanuts, meat trays, etc.

Wax coated paper cartons including milk cartons

Saran wrap and cellophane

Plastic coated report covers, ream covers, notebooks, spiral bound items

Paint cans (Unless the paint is completely dried up)

Ink cartridges, Batteries

Photographic paper or film including negatives, x-rays, MRI films, etc.

Hanging files

Rubber items including rubber bands

Clothing, rags, cloth items

Appliances, furniture, wood or wooden items

Plastic items not marked with a recycle logo (Look for a triangle surrounding a number)

Yard Debris:

We collect up to 3 bags per month free and charge \$1.00 per bag there after which will be applied to the customer's account. To ensure that you are placed on our weekly scheduled pickup, please call the office.

Bulk Pick-up: Please call for special pricing on bulk

Prices, Days, Routes, and Schedules, are subject to change. This service agreement supersedes all others prior to 4/21/2010

items. There is a minimum charge of \$30.00.

Valet Service:

All cans must be in view, accessible and within 50 feet from the curbside. Only A.O.K. rental cans are permitted for valet service; your cans will be left at the curbside. Yard debris, Cardboard, or additional bags outside the container, are not included in the valet service.

Clean a Can Service:

Up to two cans will be cleaned monthly at the specified monthly rate. Additional charges will apply per additional can. All cans must be accessible during the week scheduled for cleaning. Service is available for quarterly, semi-annual or annual payments. Additional charges will apply for one time cleanings.

Container Maintenance:

Rental containers must be kept clean. Upon notifying A.O.K. Sanitations, of cancellation, please leave empty container at service address in view for collection. or customer must pay charges assessed by management. You will be billed or your credit card will be charged up to \$50.00 for damaged, stolen or missing cans.

Payments:

PAYMENTS are due the 15th day of the month **prior** to the month of service. All prepaid fees are accepted as contract for service, for the duration of the prepaid months. A LATE FEE per month of \$5.00 (residential accounts) \$10.00 (commercial accounts) will be charged on the 1st of the service month. SERVICE may be discontinued if payment is not received by the 1st of the service month. A \$7.00 restoration fee may be applied after service is stopped, to collect old garbage and/or to redeliver container.

The CUSTOMER IS TOTALLY responsible for payments reaching the office.

Make all checks or money orders payable to: A.O.K. SANITATIONS,

Send Payments to: P.O. Box 1355 Raeford, NC 28376. Or Visit office at 1263 Fayetteville Road.

A one-time nonrefundable can rental fee of \$25 is required for recycling containers and a monthly fee for curbside recycling, will be charged.

There is a \$25.00 SERVICE CHARGE on all returned checks.

Refunds:

Refunds will ONLY be granted per customer's request when relocating outside of A.O.K. Sanitations service area. Early termination fees will be applied. Refunds may be prorated or expensed for service granted and a minimum of a \$2.00 service charge, plus postage will be deducted. No refunds or account adjustments will be offered for service not rendered due to reasons beyond collectors' or company control, holidays, inclement weather, or for customers not putting garbage out in time for collection.

Service Interruption:

Inclement weather or holiday closings of the County Land-fill may interfere with collection. Service will resume as announced or on your following service day. Please visit www.aoksanitations.com for your Holiday schedule. Unpaid accounts, containers not at curbside, unidentified or non company labeled containers, animals/ insects or other incidents may cause your service to be interrupted.

