

# RESIDENTIAL TERMS OF SERVICE

In order to provide our customers with the best quality of service, we ask you to take a moment to review the following Terms of Service. It is the customer's responsibility to be familiar with our service guidelines throughout our service agreement. Please contact us with any questions.

## CONTAINERS

We offer two types of residential containers:

- 95 Gallon wheeled cart
- 300 Gallen (1.5 Cubic yard) durable composite material dumpster.

Price of service may vary depending on location. Containers are property of CWS, however, customer assumes full responsibility of the container(s). Container(s) are subject to replacement charges if they are lost, stolen or damaged beyond normal wear and tear.

## PREPARING TRASH FOR COLLECTION

It is the customer's responsibility to have the container out on the day of your weekly service. It should be out by 4:00 a.m. and placed no more than 2' from the roads edge (we recommend it is set out the night before). The container(s) must be placed 20' from any obstacles on all sides and 5' from the rear. Our route drivers will place the containers in the desired service location after the can has been serviced. Please return container to this location the following service day. We do not accept: Tires, car batteries, A/C units, concrete, sand/dirt, Hazardous Material, dead animals, etc. Container cannot exceed 125 pounds. Loose/unsecured trash will be picked up, however a service charge of \$2.50 per bag will be applied. Container lid must be able to close well enough to secure the contents. The use of bungee cords, rope, and other restraints to secure container in any way is prohibited (on service day).

## BILLING & PAYMENTS

Statements leave our office on the 1st day of the month and payments are due by 1st day of the following month. Service is paid for in advance. For Example, a bill for May's service will go out on the 1st of April, and is due by the 1st of May. There are several easy payment options to choose from (a) Electronic Bank Draft, (b) Recurring Credit Card Payments (c) Check by Mail (d) Cash at our office or (e) Pay on the website using a Credit or Debit card. Payment terms are subject to change if the customer is repetitively delinquent. All credit card transactions are subject to a \$1.95 convenience fee. Convenience fees can be avoided by paying via options (a),(c) or (d) listed above. A \$30 bank charge will be applied on all returned checks.

### COUNTY WASTE SERVICE

325) 216-8328  
info@countywasteservice.com

### MAILING ADDRESS:

County Waste Service  
P.O. Box 5022  
Abilene, TX 79608



# RESIDENTIAL TERMS, CONTINUED

## SERVICE CANCELLATION

Cancellation of service by the customer must be requested by the 1st day of the month prior to your billing schedule. Absolutely no refunds.

County Waste Service reserves the right to terminate a customer's account at any time.

## SERVICE DELAY

In the event of inclement weather or unforeseen circumstances, your service could be delayed until the conditions are safe for service to resume. [Like us on Facebook](#) to get updates anytime there is a service delay.

## HOLIDAY SCHEDULE

Our published holidays are Thanksgiving, Christmas and New Year's. Our office hours may differ from our pickup hours.

Trash collection will be conducted the day following the holiday. This may or may not affect every customer. Please [follow us on Facebook](#) for all scheduled route delays.

## PAYMENTS

### MAIL

Payments to be mailed to:  
County Waste Service  
P.O. Box 5022  
Abilene, TX 79608

### ONLINE

Or, you can conveniently pay online at [www.countywasteservice.com](http://www.countywasteservice.com)

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