



3 Star Waste, LLC

Curbside Service Program Rules & Guidelines

- As our routes are subject to change we cannot guarantee your exact pickup time-of-day each week, we will be there as soon as possible!: Therefore ALL TRASH MUST BE ON THE CURB NO LATER THAN 6:00 AM ON PICK UP DAY TO ENSURE SERVICE FOR THAT WEEK.
 - If service is unavailable due to weather conditions or otherwise we will post updates and/or make-up routes online at www.3starwaste.com, and/or the 3 Star Waste Facebook page. Please feel free to call us as well.
 - All trash must be securely bagged and tied. (We cannot pick up loose trash)
 - Please limit bag weight to around 20 lbs. to prevent injury to our workers. (this is to the discretion of our driver)
 - **No dead animals**
 - **No automotive batteries**
 - **No televisions or computers**
 - **No vehicle tires of any kind**
 - **No roofing/construction materials**
 - **No paints or stains**
 - **No grease or liquids**
 - **No hazardous materials**
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Please note: The Curb-Side Service Program is Pre-Pay only – There are no refunds.

- If you choose to pay-by-check the minimum billing cycle is quarterly: Month-to-month billing is only available for card paying customers.
- Automated payments are available for card paying customers.
- We currently are operating with one truck and one driver. Any missed pickup days due to maintenance issues, driver illness, or holidays: we will attempt to make up the same week. If we cannot make up the same week, we will have to make up the following week; in which case, you will be refunded for the week we missed.
- Bag limit per can is 4 large (30 gallon) or 8 small (13 gallon) bags per pickup
- Additional Bags are \$2.00 each and charges are applied to the next billing cycle following the pickup
- Any trash can received from 3 Star Waste, LLC is the property of 3 Star Waste, LLC. Should your service be discontinued, the can is to be returned in the condition it was received. Failure to do so will result in a \$75.00 charge for the can's replacement.
- If you already have a trash can, we will apply a 3 Star Waste, LLC label to the sides of the can for the reference of our drivers.
- We will notify you in writing (mail or email) with any future amendments to these rates & guidelines