



Customer Service Agreement

Thank you for choosing Affordable Dumpster Rentals for your dumpster order. Please take time to review this document and reply with your electronic signature to agree to the terms and conditions. **The dumpster cannot be delivered until we receive the completed document.**

INVOICE:

Included in this email is your invoice showing services and charges rendered as well as the price, the daily allowance, and tonnage allowance, if applicable, for each dumpster rented and cancellation charges.

DATES/TIMES:

Affordable Dumpster Rentals will always do our best to accommodate customer's requests for specific times and/or dates. However our company policy does not allow us to guarantee times or dates due to multiple variables including (but not limited to) traffic, weather, landfill backups, day/time of the request. Please understand that we will work diligently to accommodate your time requests but cannot guarantee specific times or dates. Please initial here so that we know you understand these terms in regards to the Dates/Time conditions **Thomas Glembocki**

CREDIT CARD AGREEMENT:

By signing this agreement you have agreed to give Affordable Dumpster Rentals, LLC permission to charge or refund the credit card on file for any differences according to the attached invoice and our verbal agreement made during the phone conversation at the time of the order. **Thomas Glembocki**

CHARGES:

Please keep in mind that if for any reason you (the customer) decide to cancel your order, 48 hours or more prior to delivery, a \$75 cancellation fee will be assessed. If you cancel within 48 hours of delivery, or if the driver has been dispatched to your address, the cancellation fee becomes a **trip fee ranging from \$150-\$250** depending on the distance. **Please note:** Fees vary due to each situation, for example (but not limited to), **IF** your dumpster accrues **extra weight, extra trip fees, and/or extra days rented**, the credit card supplied to the account will be charged the extra fees (all fees are disclosed in the original invoice). **Extra trip fees range from \$150 to \$250 depending on the distance.** Extra charges may take 4 to 8 weeks and sometimes longer process due to situations beyond our control, however, most charges will happen within a couple of weeks of the dumpster being finalized. Before your dumpster rental arrives AND before being picked up, to assure no charges are added, please make sure that all vehicles are out of the way, all gates are opened/unlocked, and all debris or anything that would impede the placement or removal of the dumpster is out of the way. If the driver does not have room to get in and out safely or have enough space, they will not leave/pick up the dumpster. This is known as a **dry run and a trip fee ranging from \$150-\$250 will be assessed.**

Due to landfill and Department of Transportation rules and regulations, there is a 16,000 lbs (8 ton) limit on each dumpster. This limit is not to be confused with the weight allowance. The weight allowance is the amount of weight you can put in the dumpster, before being charged for each additional 1,000 lbs. When the debris in the dumpster weighs more than 16,000 lbs (8 ton), the unit may be deemed overloaded, and you (the customer) are responsible for any additional charges that are accrued. Affordable Dumpster Rentals has the right to return the extra weight to the customer's property if needed. For example, if the landfill or D.O.T. rejects or fines Affordable Dumpster Rentals due to the weight of the dumpster. The customer would be responsible for reimbursing Affordable Dumpster Rentals or taking the additional weight back.

Please note: Your dumpster has a weight allowance. The weight allowance is clearly listed on the invoice attached to this document. You will be

charged for any and all extra debris if you exceed the weight allowance. The extra disposal fees (if any), **will be charged to the card on file** after the dumpster has been taken to the landfill and weighed. Extra charges may take 4 to 8 weeks and sometimes longer process due to situations beyond our control, however, most charges will happen within a couple of weeks of the dumpster being finalized. If charges are not paid in a timely manner, a late fee may be added to the remaining balance. If extra charges occur, we will email an updated invoice that illustrates the additional charges we made to your credit card on file. Affordable Dumpster Rentals will not call in advance to charge extra fees. **The email with the updated invoice serves as your notification.**

ADDITIONAL INFORMATION:

Initial placement of the dumpster, which was discussed in our initial phone conversation, should be as specific as possible. If you made a request to have the driver call you when en-route, our driver will do his best to make the phone call to you. However, we cannot guarantee phone calls for the fact that our driver's phones can die, break, or be in non-serviceable areas. In the event that the dumpster needs to be moved after delivery, you (the customer) would be responsible for the additional trip fee. If an update to the placement should be made or there are any questions in regard to this matter please call us as soon as possible. Affordable Dumpster Rentals is not responsible for any damage caused to the property if the damage is due to the weight of truck and/or dumpster. This damage includes but is not limited to driveway, fencing, house, sheds, garages, vehicles, etc.

SWAP/PICKUP OF DUMPSTER(S):

The customer is responsible to call if the dumpster is ready to be picked up prior to the agreed upon period. Affordable Dumpster Rentals will not put your dumpster on the schedule to be removed or exchanged until you (the customer) call. At least a 24 to 48-hour notice is required for all swap outs/exchanges. Please call the number listed on the attached invoice to schedule dumpster service.

PROHIBITED/HAZARDOUS MATERIALS:

Prohibited/Hazardous materials include: Food waste, paint cans, mattresses, computers, printers, monitors, tires, car batteries, electronics, chemicals, oils, propane tanks, refrigerators, televisions, microwaves, A/C units, dirt, concrete, fluorescent bulbs, motors, etc. (Charges will be applied based on the assessment of the dumpster by the landfill and Department of Transportation if necessary and the credit card on file will be used.)

Important Reminders: *DO NOT overfill the dumpster. Extra charges/fees applied if the weight limit is exceeded, the dumpster is filled over the top, or there are hazardous materials.*

If you have any questions or need further clarification on any information in this document, please don't hesitate to call.

We appreciate your business and hope you have a wonderful day. Thank you again.

Sincerely,

Customer Signature:Thomas Glembocki**Date:**07/01/2021

DISPUTES OR CHARGEBACK WAIVER

I, **Thomas Glembocki** CUSTOMER OF AFFORDABLE DUMPSTER RENTALS, LLC, BY SIGNING THIS WAIVER, UNDERSTAND AND AGREE THAT THIS LEGALLY BINDING DOCUMENT IS NOT A FRAUDULENT TRANSACTION.

IF A DISPUTE/CHARGEBACK IS SUBMITTED BY THE CUSTOMER AND AFFORDABLE

DUMPSTER RENTALS, LLC WINS, A **FEE OF \$300 WILL BE ADDED TO THE TOTAL BALANCE.**

PLEASE FEEL FREE TO REACH OUT TO AFFORDABLE DUMPSTER RENTALS, LLC REPRESENTATIVE IF

YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING ANY BILLING OR INVOICING.

**Affordable Dumpster Rental LLC**

Office: (941) 888-0016

Office Hours

8am - 5pm

INVOICE # ADR145651-01**Invoice Issued Date** 07/01/2021**DUE****BILL TO**

Thomas Glembocki

9579 Knightsbridge Circle
Sarasota, FL 34238
9579**CARD INFO**Thomas Glembocki
Ending in: 7665**Thomas Glembocki****DELIVERY ADDRESS**Thomas Glembocki
9579 Knightsbridge Circle
Sarasota, FL 34238
(919) 589-4240**RENTAL DAYS INCLUDED:**

7

RATE FOR EXTRA DAYS:

\$15 per day after allowance

WEIGHT INCLUDED:

2,000 lbs

DISPOSAL RATE:

\$45 per 1,000 lbs

ANTICIPATED DELIVERY DATE:

07/02/2021

ANTICIPATED DUE DATE:

07/08/2021

RENTAL TERMS AND CONDITIONS:

- **ATTENTION:** Please review this invoice for accuracy. Verify the billing address, delivery address, rental terms, removal date, and the payment method is accurate. **Thomas Glembocki**
- **ANTICIPATED DELIVERY DATE: 07/02/2021 , ANTICIPATED DUE DATE 07/08/2021** **Thomas Glembocki**
- **7 Day Allowance:** It is your responsibility to email or text the phone number listed on this invoice to schedule a dumpster removal date. If you do not schedule a retrieval date and the container remains in your possession, you are subject to a daily charge of \$15 per day for the days beyond the included rental days. If you requested a prescheduled removal, the dumpster will be removed on the scheduled date, barring extreme weather or uncontrollable circumstances. **Thomas Glembocki**
- **ETA TERMS :** ADR does not guarantee specific delivery dates, removal dates, or times. Scheduling workers on site before delivery or removal of the container is NOT recommended. We do our best to accommodate your request but cannot guarantee an ETA. Our drivers are at the mercy of traffic, weather, mechanical issues, container availability, scheduling, and many other factors. In the event of a delay, ADR is not liable for any costs suffered as a result, including but not limited to labor, delay in construction, or equipment rented. **Thomas Glembocki**
- **CANCELLATION TERMS :** It is your responsibility to text or email, at least 24 hours in advance, during regular business hours, to cancel the rental service. All containers canceled, by you or an affiliate, receive a cancellation fee. Cancellation of the rental service is not possible after the driver is en route or after the driver arrives at the job site. If you or an affiliate cancel or refuse the container while the hauler is en route, or at the job site, you receive an inconvenience trip fee in addition to the cancellation fee. The updated invoice sent to you via email, listing all transactions attributed to this container is your notification of the cancellation amount. **Thomas Glembocki**
- **DOT REGULATIONS:** DOT and FMCSA regulate commercial motor vehicle's weight and dimensions for the National Network of roads that carry most of the heavy truck travel. The amount of waste in the roll-off container cannot exceed the 16,000 (8 tons) allowed by DOT. If the driver attempts to retrieve the dumpster but cannot access it or finds it overfilled or unsafe to transport, per State and Federal regulations, the driver will not remove the dumpster until the situation is corrected. You will incur an Inconvenience Trip Fee charged to your card on file, and you will be responsible for unloading or redistributing the excess debris. **Thomas Glembocki**
- **INCONVENIENCE TRIP FEE :** The job site must be free of all obstructions and easily accessible before delivery, removal, or relocation of the dumpster. When the driver is unable to access the specified job site or finds the area unsafe or unsuitable, the driver will not place, remove, or relocate the dumpster. An inconvenience trip fee is charged to the card on file if the driver cannot provide service to the container for any reason beyond the driver's control. Obstructions include but are not limited to, debris outside the dumpster, blocked access to the service location, parked vehicles, locked gates, fences, or parking lots. This fee is for the time involved, fuel cost, and disruption of the scheduled service to other customers. ADR cannot reschedule the dumpster until the situation is corrected. The inconvenience fee, charged to the card on file, is \$150.00 to \$250.00. **Thomas Glembocki**
- **INCLUDED WEIGHT 2,000 lbs :** The invoice lists the included weight amount, 2,000 pounds, with the disposal rate, \$45 per 1,000 lbs, of debris, in this dumpster for your area. ADR charges the account on file for any weight over the included weight amount, after the State-Regulated landfill weighs the dumpster. You approve and authorize payment to the credit card supplied, for the extra weight, over the included weight shown on the invoice. **Thomas Glembocki**
- **CONSTRUCTION DEBRIS :** This rate is for construction debris. Extra Charges will be applied if the dumpster is

overfilled, filled with any restricted/prohibited material, or for any extra trips. *Prohibited items includes: Large amounts of Dirt or Concrete, Mattresses, Food Waste that is not bagged, Paint Cans, Computers, Printers, Monitors, Tires, Car Batteries, Electronics, Chemicals, Oils, Propane Tanks, Refrigerators, TVs, Microwaves, A/C, Fluorescent Bulbs, Motors, etc. (Charges will apply according to the landfill and D.O.T. if necessary.) If you have questions about the type of debris you can put into your dumpster, please call or text us at . **Thomas Glembocki**

Transaction Date	Description	QTY	RATE	AMOUNT
07/01/2021	10 cubic yard (s)	1	299.00	299.00
<u>Thomas Glembocki</u>		PAYMENT		0.00
		BALANCE DUE		\$299.00

PLACEMENT: Driveway to right when facing garage. Please call en route.

Thank you for choosing Affordable Dumpster Rental!

By signing this invoice, you certify that you have read and understand the terms in the service agreement and invoice, and that all information is correct.

Thomas Glembocki