



## *Happiness is a clean Wheelie Bin*

### **SuperGleam Southampton – Terms and Conditions of trade - v4 - April 2025**

#### **Our office contact details:**

email: [office@supergleam.com](mailto:office@supergleam.com) or phone: 02381 102 541

The office is operated on a part time basis. Customers are welcome to call anytime. An answer machine is available when no one is available to take your call.

#### **Our services:**

We provide a regular wheelie bin cleaning service – the cleaning usually takes place just after your bin has been emptied by the Council. The service is usually provided every four weeks (meaning your bin will usually be cleaned 13 times each year).

We do not usually provide once-off cleaning services.

We clean your bin inside and outside using a specialised pressure washing system and where required we will scrub the inside. Then we use special sanitising liquid to leave your bin smelling fresh.

If the Council fail to empty your bin, we may be unable to clean it. You will NOT be charged if we do not clean your bin – our computerised tracking system will keep track of whose bin has been cleaned. Occasionally we may not be able to clean your bin for other reasons such as, in extreme bad weather, or if we are unable to find your bin, or if we are unable to get access to your bin, or if we are unable to clean it in a safe place.

Occasionally the Council may change the schedule of cleaning, which may disrupt the service we provide. You will not be charged if we are unable to clean your bin.

Although we try very hard not to make mistakes, very occasionally we may clean the wrong bin by mistake. If this happens, please notify us by email, and we will do our very best to come back and clean your bin as soon as we can – this may be on the same day or the following day. If we did not clean the correct bin, and we have already charged you, and are unable to come back and clean the correct bin, your account will be credited one free clean.

If you have paid in advance, and we are unable to clean your bin on a specific day, we may try to clean your bin the following week. If we are unable to do that, the number of cleans paid in advance will rollover to the next month.

## How to request our services:

Please send an email to [office@supergleam.com](mailto:office@supergleam.com) – we need the following information:

- your title, first name and surname
- your full address including postcode and your mobile telephone number
- which bin(s) you would like to be cleaned and what day and approx. what time they are usually emptied by the Council

We will email back to confirm if we can provide a service to your address.

Once we have confirmed we are able to provide a service in your area, we will clean your bin on a regular basis unless you tell us by email to stop providing the service.

**Our business address(s):** post should be sent to our Southampton addresses as follows:

## Our charges

The cost of cleaning a standard size residential Wheelie Bin is £4.00

Other charges may apply for non-standard sizes or other circumstances – we will always let you know in advance if other charges may apply.

You may be offered a discount for advance payment for 3, 6 or 12 cleans. Details of the discount available will show on our customer portal – visit [www.supergleam.com](http://www.supergleam.com) and follow the instructions to **PAY NOW** where you will see the available discounts for advanced payment.

## Communication with customers:

**Unless you notify us requesting alternative arrangements, we will communicate to customers by email.** You can set your communication preference by using the settings in the customer portal by letting us know by email. We can send simple text message requests for payment if you prefer – please let us know.

## Invoicing:

After we have cleaned your bin, we will send you a **request for payment** by email or text message. If you do not have an email address or mobile phone number, we will deliver a paper version of the **request for payment**.

If you have signed up to pay by **Direct Debit**, there is nothing more to do – we will arrange for payment to be made each month between 4 and 7 days after your bin was cleaned – you will always be notified by email two or three days before a payment is made via your Direct Debit.

If you have not signed up to pay by Direct Debit you must pay for the service within 7 days of your bin being cleaned.

## Customer Portal

Use our customer portal to:

- View your account status, including any amount owed or paid in advance.
- View your planned next clean dates for each bin type.
- Set up a Direct Debit mandate – the easiest way to pay.
- Pay by debit or credit-card.
- Manage your contact details and preferences.

To use the customer portal, visit our website [www.supergleam.com](http://www.supergleam.com) and follow the links to our customer portal.

To use the customer portal, you will need to register your email address with our office first. **Please note you must use the email address that we have on file – other emails will not be recognised.**

If you have changed your email address, please send an email to [office@supergleam.com](mailto:office@supergleam.com)

## Payment by Direct Debit (the easiest way to pay):

The **easiest** way to pay for our services is by **Direct Debit**. We use the GoCardless service to manage our direct debit processes. Use our customer portal to commence the simple process which will take about 2 minutes to set up, and once the direct debit is set up you be charged each month after your bin has been cleaned.

To set up a Direct Debit please visit our website [www.supergleam.com](http://www.supergleam.com) and follow the links to our customer portal.

## Payment by Credit Card or Debit Card:

Use our **customer portal** to pay online using credit or debit card - please visit our website [www.supergleam.com](http://www.supergleam.com) and follow the links to our customer portal.

If you are unable to use our online services, you may pay by calling us on **02381 102 541** and we are able to take secure payment over the phone – you will need your bank card during the call.

## Payment by Cheque:

If you wish to pay by cheque you can send your completed cheque or postal order to the address noted below:

Customers on cleaning rounds starting **R5W**... should send post to  
Mr D Lendon,  
84, Cambridge road,  
Southampton,  
SO14 6WA

Customers on cleaning rounds starting **R6W**... should send post to  
Mr G Lendon,  
97, Gerard crescent,  
Southampton,  
SO19 6EJ

### **Cancellations and refunds:**

If you wish to cancel your bin cleaning service, please send an email to [office@supergleam.com](mailto:office@supergleam.com) or write to us at the address above, or call our office number 02381 102 541 and leave a clear message including your **customer reference number** and **your address** and **what service you wish to cancel**.

### **Complaints:**

If you are unhappy with the service that we have provided please let us know by email or by phone as soon as possible after your bin was due to be cleaned, and we will try to deal with your complaint on the same day.

### **Refunds:**

If you have paid in advance and you want to cancel our service for any reason, we will refund the amount outstanding, less an administration fee of £5.

### **Customer Service:**

We pride ourselves in giving our customers a very good quality, value for money service. Our bin cleaning team are proud that we have been operating since 1997 and we now clean over 40,000 wheelie bins each year, and we have thousands of satisfied customers.

If we have unfortunately let you down, please contact our office using the contact detail at the top of this sheet, and we will do our best to put the matter right.

SuperGleam Southampton