



## **SuperGleam – terms and conditions of trading**

### **Contact details:**

Freephone: 0800 54 222 33 or Tel: 01590 688088

Office opening hours – the office is normally open from 9am to 12noon Monday to Friday. An answer machine is available outside these hours.

Address: FREEPOST Plus RSHR-ZSZZ-THXJ, Supergleam, PO Box 400, Lymington, SO41 1BX

email: [office@supergleam.com](mailto:office@supergleam.com)

### **Services:**

You can request our service by completing and signing a customer card, or contacting the above address, telephone or email 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 to stop providing the service.

We clean your bin inside and out 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. Other reasons for not being able to clean your bin include extreme bad weather, if we are unable to find your bin, if we are unable to get access to your bin and 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.

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.

Although we try very hard not to make mistakes, very occasionally we clean the wrong bin by mistake. If this happens please notify us, and we will do our very best to come back and clean your bin. If we are unable to clean your bin your account will be credited one free clean.

### **Invoicing:**

After we have cleaned your bin, we will send you a request for payment (a letter and a freepost envelope). You must pay for the service after each clean, or, after your first clean you may pay for the first clean plus several cleans in advance. If you normally pay in advance, you must pay whenever you receive a request for payment. You can find out how many cleans you have in credit at any time by contacting the office (see details above).

### **Payment by Credit Card or Debit Card:**

The most cost effective way to pay for our services is by using our quick and easy online payments system.

If you wish to pay by debit or credit card you can (you can) pay online at [www.supergleam.com](http://www.supergleam.com) or call our Freephone number during office hours.

### **Payment by Cheque:**

If you wish to pay by cheque or postal order you can send your completed cheque or postal order in the freepost envelope provided.

### **Cancellations and refunds:**

If you wish to cancel your bin cleaning service, please write to us at the address above or send an email to [office@supergleam.com](mailto:office@supergleam.com) or call our Freephone number.

If you are unhappy with the service that we have provided please let us know 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.

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

### **Customer Service:**

We pride ourselves in providing a very good quality value for money service. Our bin cleaning team are proud that we 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 and we will do our very best to put the matter right.