



Bin Rental – Customer Service Agreement

12 / 20 Yard Bin Rentals are for organic materials only. Pricing includes the bin rental, delivery, pick-up & disposal fees. The **20-yard bins can hold 6-7 yards of dirt**, the **12-yard bins can hold 4 yards of dirt**, which is approximately one-third of each bin's capacity. Dirt materials are MUCH heavier than construction & demolition waste and it is incredibly important the bin does not get overloaded.

12 Yard Bin is approximately 6 ft. wide, 12 ft. long and 4.5 ft. high.

20 Yard Bin is approximately 7 ft. wide, 16 ft. long and 5 ft. high.

Please review the entirety of this contract/agreement. Use and expectations of the bin rental outlined below are your responsibility to follow. Not abiding to these guidelines may result in additional fees or issues with the bin rental process.

- All communication is to be done by email. We will ask you to book your bin on our website and ask that you please do not call to book. We will gladly answer your questions and if there are concerns, we will follow up, if necessary, once the booking is complete.
- We do not deliver or pick up bins on the weekends.
- Any booking placed after noon on Friday will not be scheduled until Tuesday. Bookings placed before noon can be scheduled for Monday at the earliest.
- Bins will be delivered on the exact day requested but no specific times slots will be provided. **Please plan ahead!** (e.g., *If you have a crew of people coming to do the work, we suggest scheduling the bin the day before as there is no guarantee that the bin will arrive at a certain time on the day it is to be fill*). Our website requires us to provide timeslots for booking purposes but again the time selected is not guaranteed, **only the day of delivery is guaranteed.**
- Bin pick-ups operate in a similar way. We offer no specific time slots and do not guarantee same day pick up. Again, **please plan ahead**, if you know you need the bin picked up on a specific day it is best to let us know early the day before.
- Please be sure to have no vehicles or anything obstructing picking up the bin to avoid a trip charge
- If a bin swap is required, please allow 1 day lead time. If you know you are going to need your bin swapped out, please schedule ahead of time. (A bin swap out is when a new empty bin is brought to site after the first reaches capacity and needs to be hauled away).
- The bin rental duration is to a maximum of 2 weeks. If needed longer, additional fees may apply. If you know it will be needed longer, please let us know ahead of time so we can let you know if an additional fee will be charged.
- Bins must only be filled to $\frac{1}{3}$ capacity due to weight restrictions. One-third capacity is reached when the dirt in the bin is approximately 20 inches / 50 cm high when leveled out.
- If the bin is overloaded and cannot be lifted away, there will be a **\$125 charge** for the attempted pick up and you will be required to remove dirt to get the bin to its acceptable weight. Pick up will not be scheduled again until we have confirmation that the additional dirt is unloaded.



- If unable or unwilling to unload your overfilled bin, Dirt Dump will send a crew with a skid steer and trucking to unload for you. A minimum charge of **\$360 + GST** will apply for the skid steer service and a cost of \$110/hour for trucking services at a 3-hour minimum charge for a total of **\$690 + GST**.
- We **DO NOT ACCEPT** any garbage, concrete, trees/branches/shrubs, or contaminants in our bins. If these materials are found in the dirt **heavy penalties/fees will apply**. These fees can range anywhere from \$100-\$500.
- Bin placement is suggested on either your driveway or back alley. We do not take any responsibility for damage that may occur to your driveway from the bin placement. A piece of plywood can be provided for your driveway upon request. However, if damage still occurs, Dirt Dump, Waymark and/or Pit Stop Portables will not be liable for the repairs.
- Please provide very clear, detailed instructions for the placement of your bin. Once the bin is placed it is not easy for us to come back to reposition. If the bin does need to be moved, please be aware a **\$100 repositioning fee will apply**, and it could take a day to get the bin moved.
- We ask that you provide a placement diagram of exactly where you would like your bin. You can use Google maps, your home's plot plan, photographs or draw out the placement by hand or computer to outline where the bin should be placed. There are doors on one end of the bin that open for easy access with a wheelbarrow or other equipment. *We provided examples of placement diagrams for bins on the last page of this contract.*
- We will place the bin on the street, but please be aware that a **Street Use Permit** is the only way to guarantee no neighbour complaints or bylaw infractions.
- Any tickets or infractions associated with the bin while at the rental address are the sole responsibility of you, the customer.
- Once the contract has been signed and returned with very clear placement details, your invoice for the bin will be created. Payment is due before the bin will be delivered. Invoices can be paid directly online following the invoice link or payment can be made by e-transfer to admin@dirtdump.ca.
- Bin swap outs must be paid prior to each swap.

Customer Agreement

I hereby acknowledge that I have read the entirety of the contract for my bin rentals. I understand my responsibilities as the bin renter and am aware of the potential extra expense and/or delays that can result in not following the guidelines.

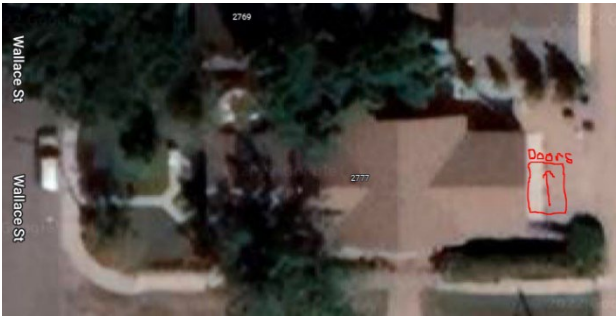
Signature

Date

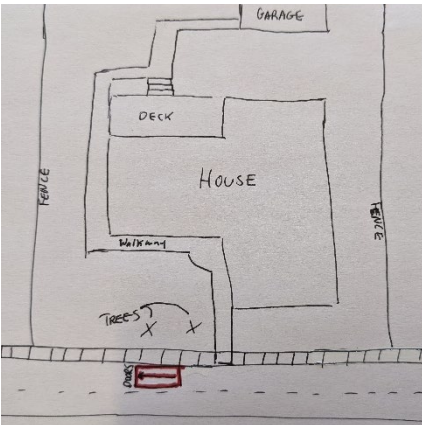
Bin Placement Diagram Examples:



Placement on left side of driveway when facing the garage. Doors open towards the city sidewalk/sheet.

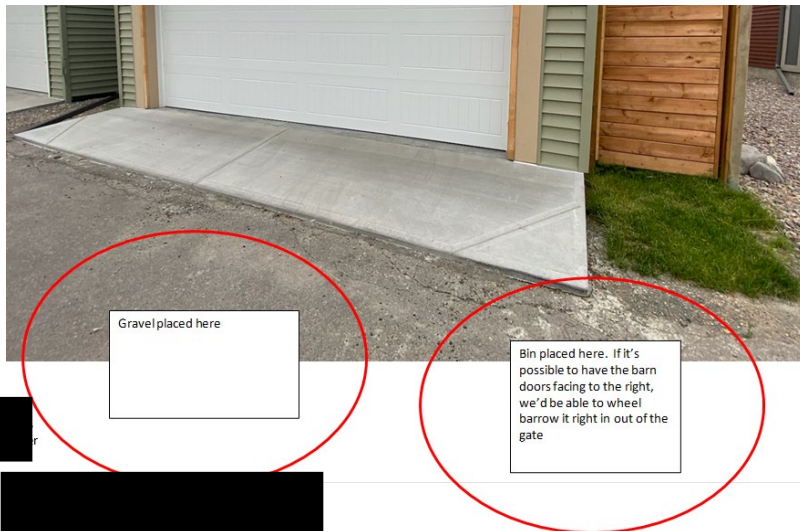


Placement in back alley in front on garage with doors facing north.



Placement on front street adjacent to the trees in the front yard. Please have the doors face away from the house.

Placement on front street beside side gate entrance and walkway. Bin doors on the right when facing the house.



Would like the gravel dumped on the left side of the garage apron and the bin placed on the right. Will be moving the dirt through the gate on the right, so we don't want the bin blocking that area.