

ECONO-HAUL, INC.

P.O. BOX 5454
Wilmington, DE 19808
(302)366-7630

Check us out on the web:
www.econohaul.net

GUIDELINES

(Please keep for future reference! Guidelines are subject to change without notice)

WE TAKE YARD WASTE & RECYCLING

* **Crews start work at 6:00 a.m.** Please have your trash out at this time to ensure pick up.

* **Yard Waste & Recycling** – pick up the same day as your household trash (**every other week**) - See Calendar

Yard Waste Materials (every other week)

- Must be placed a few feet from household trash.
Maximum bag and/or container size: **40 Gal. (liftable) equal to 40 lbs.**
- Grass, leaves, tree, bush & hedge trimmings must always be brought to the curb in order to be taken.
This rule applies to all customers including those with backyard service.
- Branches & Trimmings under 4" in diameter must be bundled, tied, and no longer than 4 ft. in length or they will not fit into our trucks. They must be done this way in order to be taken.

If you have removed a tree, shrub or bush you will need to arrange for an estimate.

Recycling Materials (every other week)

- Single-Stream Recycling allows customers to combine recyclable materials in one container.
- Materials may be placed directly into Recycling cart. There is no need to place materials in a bag.

Please do not put extra bags outside of your cart.

If you find you have an overflow of recycling, please call Econo-Haul at 366-7630 or email us at info@econohaul.net

***LARGE ITEMS THAT WILL BE TAKEN FROM THE CURB ON YOUR REG PICK UP DAY**

One item at a time no charge without advance notice:

Furniture: Standard sofas*, Chairs, Recliners, Tables, Mattress & Boxspring Sets, Picnic Tables

Appliances: Dishwashers, Hot Water Heaters, Microwaves, Ranges, Stoves, Washers, Dryers & Miscellaneous small appliances.

Misc: Toilets, Tires (deflated & no rims), Push-Type Lawn Mowers (without gas or oil)

***CHARGEABLE ITEMS MUST BE AUTHORIZED - 2 BUSINESS DAYS – PRIOR TO TRASH DAY:**

Sofa Beds, Sofa's with 2 recliners, Large screen TV's, Building Materials, Carpeting & Floor coverings, Cleanouts, Car Parts, Concrete, Dirt, Firewood, Mulch, Roofing Materials, Sod, Stone, Wood, etc. *(Please call 2 business days prior to your trash day. These items **will be left** if you have not called ahead to authorize us to take them.)*

***CHARGEABLE ITEMS THAT REQUIRE SPECIAL HANDLING AND SEPERATE PICK UP:**

Air Conditioners, Car Batteries, Dehumidifiers, Freezers, Motor Oil, Propane Tanks, Paint, and Refrigerator's require *special handling* and *must be scheduled* with our office prior to your pickup day. **DO NOT** put any of these types of items in with your trash. Please call our office to discuss arrangement for pick-up and disposal. The Delaware Solid Waste Authority has strict guidelines and fines involved for improper disposal of these materials. **Residents will be held responsible for any injuries, damages or fines incurred.**

For alternative ways of disposing of these items call the D.S.W.A's Citizen Response Line at:
(800) 404-7080.

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****WE CANNOT TAKE: ASBESTOS, AMMUNITION, HAZARDOUS LIQUIDS, MEDICAL WASTE, ETC.** for obvious reasons! Never put these items in with your trash! These items may cause an explosive reaction when crushed and may cause personal injury and/or property damage. *Residents will be held responsible for any injuries and/or damage caused.*

* **Hunting** – We will not pickup animal remains (carcass), etc. for obvious reasons!

* **For Customers with Backyard Service:** Only your regular household trash can be taken from the backyard or up at your house. **The 70 gallon barrels can hold approx. 4 large bags of trash. Anything over that must come to the curb.** Due to the time involved our men can only make one trip up to your house. Please do not overload your cans. Please bring the excess to the curb. **Yard Waste** and **Recycling** must also be brought to the curb.

* **Holidays:** Econo-Haul will work all Holidays for the 2011 calendar including Thanksgiving that fall on a weekday. **Due to the fact that the **landfill is closed** on most holidays, we are only able to take your regular household trash and recycling if it falls on this day. Do not put out any large items or excess amounts, as they cannot be taken. We have to make sure that we can fit everyone's trash in for the day. **Always have trash out by 6:00a.m. especially on holidays we are working.*

* **If your trash is ever missed you MUST report it to our office or leave a message on our answering machine after hours.** We absolutely do NOT give credits for missed pickups. We send a truck out the next working day. (Friday customers will be picked up on Monday.) *Please note:* We do pick up during **inclement weather**, however, if we feel that our workers safety would be jeopardized in any way (i.e., extremely icy or other dangerous conditions) we will not work that day and your trash will be picked up the next time we are in your neighborhood. Once again - no credits will be given - as our dump fees are the same whether we pick up on your regular day or a make up day.

* Econo-Haul does provide a container **if requested**. We are **not** responsible for customers personal cans or lids. We highly recommend that you write your address inside both your lids *and* your cans in anticipation of windy days. Maximum Filled Container Weight: 40 lbs.

ECONO-HAUL IS NOT RESPONSIBLE FOR ITEMS TAKEN THAT ARE WITH OR NEAR YOUR TRASH.
DO NOT PLACE ITEMS NEAR YOUR TRASH SUCH AS: BIKES, MOWERS, CHARITABLE ITEMS, TOYS,
RECYCLING ITEMS, ETC. UNLESS YOU WANT THEM TO BE TAKEN.

IMPORTANT BILLING INFORMATION

- **New accounts** – If 1st invoice not paid by due date, service may be cancelled immediately without any additional notice until invoice is paid in full.
- Bills are sent out every two months in advance. Payments not received by due date will be assessed \$3.00 late fee.
- If payment is not received within 45 days, a letter will be sent advising you that your **full** balance must be received within 10 days or your service will be terminated due to nonpayment. A \$25.00 start up fee will be imposed to have service reinstated. Accounts still unpaid after 30 days will be forwarded to our collection agency.
- Accounts sent to our Collection Agency will incur additional charges to cover collection, processing or legal fees.
- Returned checks: A \$25.00 fee will be issued if the bank returns your check for any reason.
- Payment Options we offer include: Credit Card Payment Online (no charge) or via telephone (with a \$2.50 Administrative Fee), Automatic Checking Account Charging for customers who would like payments automatically debited from their checking account. (No Fee) Forms are available online or contact our office.