

These Terms of Service apply to all EverGreen ZeroWaste residential and community drop-off members. By signing up for EverGreen ZeroWaste service, you agree to the following Service Terms:

Kindness & Mutual Respect

EverGreen ZeroWaste rests on a foundation of kindness and mutual respect. We will always treat all team members, customers, and partners with kindness and respect, regardless of race, color, religion, belief, gender, identity, or otherwise. We expect the same of our customers. We value our employees, and we reserve the right to discontinue service and refund prorated membership fees to any customer who does not treat our employees with professionalism and courtesy.

Curbside Pickup Rules

To enable us to serve you most effectively, please observe the following guidelines:

- Only set your bucket out on service days between the hours of 7am and 7pm. Tuck it back inside after it has been emptied. Do not leave it out overnight.
- Do not set food waste alongside your bucket. All food waste must fit inside the bucket.
- Set your bucket in a spot that is easy to see from the road. Make sure it is not blocked by other waste receptacles or cars.
- Replace your bucket if it is damaged or leaking. EverGreen ZeroWaste staff have the right to charge you for a replacement if you don't initiate a swap.
- Inform us if you will be out of town or otherwise not setting out your compost bin for an extended period of time. We will continue to go by looking for your bucket, and you will be charged your normal rate. Refunds will not be given to subscribers who do not put their account on hold via email.

Missed Pickups

On rare occasions, EverGreen ZeroWaste may miss your scheduled pickup for reasons other than weather. This is generally due to not seeing a bucket, a mechanical failure, road construction, or other exceptional circumstances. If we attempt to collect your compost and don't see your bucket or can't access your street, there will be no remedying of the situation. However, if we can't collect because of a mechanical issue or another scenario where we are at fault, then we will try to arrange for another service day and time, or credit your account.

Pickup Schedules

Your service will happen on a specific day each week. While we cannot guarantee pickup times, we will always perform our residential pickups between 7:00 AM and 4:00 PM unless otherwise noted.

Community Drop-off Etiquette

Community Drop Off members may dump up to 10 gallons of food waste per week. Totes may be accessed at our community drop-off locations. Please use your 4-digit membership code to unlock the bin, dump your food waste, and relock the bin. As a member of the community drop-off program, you agree not to share the code with non-subscribers.

Safety at a Drop-off Sites

EverGreen ZeroWaste and its host partners are not liable for injuries incurred while using a community compost drop-off. We will do our best to ensure the site is safe and collection bins are in good working order, but we cannot anticipate what challenges might arise. When using a drop-off site, you are doing so at your own risk.

Payments

If you sign up as a pickup or drop-off customer with EverGreen ZeroWaste, the credit/debit card or ACH information you provide to EverGreen ZeroWaste will be billed monthly or quarterly. Your payment information is securely stored with QuickBooks. For security, we encourage setting up autopay over the phone with our office staff.

Late Fees

If you fail to make a payment (i.e., if your card on file cannot be charged at the time of autopay), you will receive an invoice asking for payment. We will follow up with another reminder emailed invoice. If you do not bring your account balance current within two months, we will suspend your service until your payment information is updated and your charges paid. QuickBooks will also automatically add a small late fee.

Cancellation Process

1. Customers must submit their cancellation requests before their upcoming billing cycle. Refunds will not be issued.
2. Cancellation requests must be made at least 1 week in advance to avoid additional charges.
3. Balances must be paid off.
4. EverGreen ZeroWaste will collect the customer's compost bucket on the last route day following the cancellation.
5. Customers opting to retain their buckets will incur a \$30 bucket retention fee.

Missing Buckets & Lids

If your residential bucket is stolen or otherwise disappears, we can replace it for you at cost. The cost is based on the current price of a replacement bucket. We may have used buckets

that we can give you at no charge. If you'd like to request a used bucket, put that in the notes section of our order page.

Email Communication

EverGreen ZeroWaste may add your email and name to our EverGreen ZeroWaste email list hosted by MailChimp. We will use this channel to periodically contact you via email regarding EverGreen ZeroWaste services, waste diversion education, and events related to EverGreen ZeroWaste. We will not share the information from our email list with any external party.

Contamination Fees

Contaminants such as plastic bags, non-compostable containers, aluminum foil, latex gloves, etc., bring the value of the compost pile down. EverGreen ZeroWaste is dedicated to minimizing contamination among its customers' compost by providing ongoing education. However, if we have to constantly remind an account about contamination issues, we will stop service and initiate the cancellation process.

Weather & Safety

EverGreen ZeroWaste places a premium on the safety of our team. We have the training and the equipment to run our pickup service in all manner of inclement weather. However, we might be delayed due to extreme weather, storms, and/or unsafe commuting conditions. We attempt to notify our customers as early as possible if we are experiencing dangerous collection conditions resulting in delays.