

WELCOME TO VOGEL DISPOSAL SERVICE, INC.

PLEASE RETAIN THIS VALUABLE INFORMATION FOR FUTURE REFERENCE

Thank you for selecting Vogel Disposal Service, Inc. for your disposal needs. We value all of our customers and look forward to providing you with quality service.

Our office is open Monday through Friday from 8:00am to 5:00pm and Saturday 8:00am to 12:00pm. You may contact us at (724) 625-1511 or email us at www.vogeldisposal.com. If you call after hours, you may leave a voice mail message and your call will be returned on the next business day.

PLACE YOUR WASTE AT THE CURB THE NIGHT BEFORE YOUR COLLECTION DAY OF _____.

WASTE SERVICE REMOVAL: All waste/recycling containers should be placed within 5 feet of the roadway. Please help us control litter, trash should be bagged even if you are using a cart or can. Each bag/can should not exceed 40 gallons; each plastic bag should not exceed 40 pounds in weight and must be at least 3 mils thick. Cans are to be watertight, metal or plastic, with tight fitting covers and handles. **DO NOT USE PAPER BAGS, CARDBOARD BOXES OR 55-GALLON DRUMS AS GARBAGE RECEPTACLES.** Any items placed out in this manner will not be collected. We assume no liability for replacement of any garbage can or lid.

IDENTIFICATION: Clearly identify your street number on your mailbox or some type of permanent marker near the road. If this is not possible, please put your street number on your garbage container(s). It's important to make the containers visible to the driver! In the winter months, please remove snow from the area where you will place your containers and have a reasonably clear approach path to the containers both for the vehicle and the driver. **Drivers will not reach into the cart or can to remove loose items that are frozen to the bottom.**

SERVICE: In accordance with your chosen service level of _____, our drivers have been trained to collect only that amount of trash. Any extra material will be left at the curb and tagged to indicate the driver recognizes the appropriate level of service at each address.

If you would like to upgrade to a higher volume of service or change service, our Customer Service Representatives will be pleased to assist you. Keep in mind; we have stickers available to purchase for extra bags. The cost is .80 cents* per sticker (sold in sheets of five only). You may use them at anytime by placing a sticker on each additional bag set out for collection (up to a 40-gallon bag and not exceeding 40 pounds in weight). Sticker purchases must be prepaid.

*Price subject to change.

LARGE APPLIANCES and BULK ITEMS: Please call our office at (724) 625-1511 to make arrangements for pick up of large appliances and bulk items such as: stoves, washers, dryers, water heaters, household furniture, etc. We will advise you on the proper ways of preparing the item(s) for collection; inform you of the charge and obtain your credit card information for payment.

Refrigerators, freezers, air conditioners, etc. may be scheduled for collection in the same manner. Our representative will inform you of the charge on the appliances certified that the chlorofluorocarbon has been removed. **If the chlorofluorocarbon has not been removed, we will need the Make, Model, and Serial#** on the appliance in order to schedule the pick up. The removal of the chlorofluorocarbon and certification will be an additional charge.

HOLIDAY SCHEDULE: We observe **New Year's Day**, Memorial Day, **Independence Day**, Labor Day, Thanksgiving Day and Christmas Day.

WE DO NOT OBSERVE: MARTIN LUTHER KING'S BIRTHDAY PRESIDENT'S DAY COLUMBUS DAY

If Christmas falls on a Saturday, it will be celebrated on Saturday, and if on a Sunday, it will be celebrated on a Monday.

***New Years Day and Independence Day are celebrated on the days on which they fall.**

If your scheduled collection day falls on or after a weekday holiday, your collection day will be one (1) day later that week.

If your scheduled collection day falls before a weekday holiday, there will be no change in your collection day.

ITEMS NOT ACCEPTABLE FOR NORMAL CURB COLLECTION: Please don't include these items at the curb; call our Customer Service Department for information on how to dispose of such items.

Paving materials, stones, rocks, sand, dirt, broken concrete, automobile parts (including batteries, and tires) sod, paints and stains, flammable liquids and other chemicals, metal 55 gallon drums, metal grease drums.

Refuse caused by repairs, alterations, remodeling, demolition and/or construction of buildings and other structures

Bushes, shrubs or other vegetation with earth or soil attached to root system

Propane and oxygen tanks, gun ammunition, explosives or fireworks

Tree trunks, parts of tree trunks, or tree trunks that have been cut into smaller pieces

STATE REGULATIONS: Due to state regulations we CANNOT accept excrement, flammable liquids (solvent, paint thinners, oil, containers holding liquid paints, gas, kerosene or any liquids), auto batteries or parts, or any material that may be considered hazardous, infectious or toxic including medical and radioactive waste.

NEEDLES and SHARP OBJECTS: Help us prevent needle sticks to our employees. Place all needles, syringes and lancets, in a hard plastic container with a tight fitting lid taped shut. Put these with your regular trash, NOT the recycling. Wrap all sharp objects, such as broken glass or sharp metal in heavy paper and tape them shut. **Please help us protect our workers!**

PRIVATE DRIVES: The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages holding harmless Vogel Disposal Service for any damage that may occur on the private road(s) or driveway(s) in the course of solid waste/recycling collection.

BILLING: Service is per individual residential household/unit. You will receive an invoice on a quarterly basis in advance of the service period. Payment must be received in our office by the due date on the invoice or a late charge will be added to any account remaining unpaid. Any account not paid by the due date will receive a late notice giving ten (10) days to make payment. If payment is not made within the time period specified in the reminder, all disposal services will be suspended until we receive payment in full for the past due amount.

We accept American Express, Discover, MasterCard, and Visa cards. **You can now pay your bills online through our website at www.vogeldisposal.com.**

There will be a **\$35.00** service fee on any check not honored by the bank upon which it is drawn.

VACATION: You may discontinue your service temporarily if you will be away for thirty (30) days or more. Customers must notify us of their plans to temporarily discontinue service at least fifteen (15) days prior to the effective date. If no definite return date is given at the time customer discontinues service, we will automatically resume regular service and billing 31-days after it was discontinued. If customer has a definite return date, service will be resumed on that date.

MOVING: Please notify our office immediately when moving. We will bill your account, and expect payment, until you notify us by telephone call, a letter or email us of your move.

WEBSITE: Visit our web site for service news, information about holiday collection and much more! Your e-mails using the web site will be answered quickly and efficiently by our customer representatives. Visit us at www.vogeldisposal.com.

For major clean-ups and remodeling, we offer temporary roll-off containers for your convenience.

We look forward to a long-lasting business relationship of providing reliable waste removal services for you.