



# Policies & Procedures

Revision 1.1.25

## **IMPORTANT**

- Cans MUST BE PUT OUT by 6 am the day of service at the end of your driveway. Our drivers have until 6pm to empty your trash can.
- A request for extra pickup can be made for a fee of \$25.00
- Our drivers take pictures of the end of driveway to show a can was not out as they come through.
- Customer is responsible for replacement costs should the trash can be damaged, stolen or destroyed. Replacement cost not to exceed \$65.
- If you move, we will be happy to transfer your service to your new location. However, there will be a \$20 fee applied to your account if we are required to move your can to your new home.

## **DOS AND DON'TS**

- It's Helpful if the Handles are toward the road.
- Wash cans out 1-2 times a year. Keeps can clean and less smell!
- No Motor Oil or Oil Products
- No Tires or Wheels
- No Yard Debris or Construction Debris
- No Wet Paint (pop the lid & let it dry, then we can haul it)
- Bagging All trash keeps Can Clean

**Owners: Yvonne & Chris Selk**

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[selksanitation@gmail.com](mailto:selksanitation@gmail.com)

Phone: 931-267-0544

Office Hours: Mon – Fri: 8am – 3:30pm

## **PAYMENTS**

- A Late Fee of \$5.00 will be applied to your account if payment is not received by the late date indicated on your invoice.
- If your account becomes delinquent, a \$5.00 charge will be compounded and charges still accumulate even though your trash has not been picked up, unless you contact us to make payment arrangements.
- A fee of \$25.00 will be charge for each returned check or insufficient funds.
- Our rate is based on our SINGLE 95 gal can. Should you have any extra trash, please contact our office to make prior arrangements.  
\$5.00 per customer can  
\$2.00 per cardboard box  
\$1.00 per extra bag

## **HOLIDAY PICK UP SCHEDULE**

We are *closed* on these listed holidays:

- New Year's Day · Memorial Day
- July 4th · Labor Day · Thanksgiving Day
- Christmas Day
- If the Holiday falls on your scheduled day, Pickup will be on a one-day delay, after the holiday, for the entire week. (Excluding Friday pickups)
- This is announced on our website and Facebook page.

## **\*\* If you Travel for more than 30 days\*\***

Please call to suspend service while you are gone, then give us a call when you are ready to resume service.

We appreciate your Understanding and your Cooperation with these matters.