



ROYAL BINS

LET US DO YOUR DIRTY WORK

TERMS OF SERVICE / TERMS AND CONDITIONS / TERMS AND AGREEMENTS:

These Terms and Conditions constitute a legally binding agreement made between you, whether personally or on behalf of an entity (“customer”, “you”) and ROYAL BINS (“ROYAL BINS”, “company”, “we”, “us”, or “our”) as an authorized user of such services provided by the company and any of its subsidiaries.

These Terms and Conditions, together with any operating rules, policies, price schedules, or other supplemental documents expressly incorporated herein by reference and published from time to time by ROYAL BINS (collectively, the “Agreement”), constitutes the entire agreement between ROYAL BINS and you regarding the bin cleaning service. By using the service, you confirm your acceptance of, and agree to be bound by, this Agreement.

These Terms and Conditions constitute a legally binding agreement concerning your access to and use of the <http://www.RoyalBins.com> website as well as any other media form, media channel, mobile website or mobile application related, linked, or otherwise connected thereto (collectively, the “Site”). You agree that by accessing the Site, you have read, understood, and agreed to be bound by all of these Terms and Conditions.

1. Service

Royal Bins provides a mobile waste bin cleaning and power washing service for both residential and commercial trash bins. Residential service will be performed and billed on a subscription basis. Customers will not be billed until service has been performed.

2. Customer Responsibilities

In order for Royal Bins to provide its services, the customer must abide by the following conditions, or service could be interrupted or postponed.

- **Customer will need to provide hose bibb access to Royal Bins**
- Customers will enroll in one of our three service options – monthly, quarterly, or one-time. A minimum of two (2) services are contracted for and will be billed for if the customer opts to cancel service early.
- If the Customer will not be available for a scheduled cleaning it is his/her responsibility to contact Royal Bins and notify them of the absence by 9:00 PM the night before service.
- All trash in bins MUST be bagged and tied.
- All trash bin(s) must be free of chemicals, paint, glue or other adhesive, or hazardous waste of any kind.
- All trash bin(s) must be free of building materials, e.g. plaster, stucco, or concrete.
- Other waste products, such as leaves, branches, etc., must be bagged and tied.
- Trash bin(s) must be empty and available by the curb or alley. Royal Bins is not permitted to enter into any gated residences or garages for insurance reasons.
- If you want to hold service due to vacation or if for some reason the trash bins are not available or cannot be serviced, please notify us by phone or email before the day of service and we will credit your account. No credit will be given unless you notify us 24 hours of the day of service.

- If Royal Bins arrives to perform service(s) and the above conditions are not met, the service will not be completed. The Customer IS still responsible for payment. Should the truck and crew arrive at a location without being notified that the bins are not ready, there will be a service fee for the stop. This service fee covers the cost of fuel, labor, and truck maintenance.
- A reschedule of services will no longer be permitted. The customer may request another cleaning, but this will be billed as a 'special cleaning' visit.
- Royal Bins is a bin sanitation company, not a bin detailing service. Paint, oil, grease, etc. – Royal Bins is NOT responsible for the condition of these bins after cleaning.

If any of the above conditions are not met, Royal Bins will not perform the service(s) and the customer is still responsible for payment. If Royal Bins was not able to perform the service, a picture may be sent to the customer via email and/or text with an explanation.

NOTE: Royal Bins is not responsible for cleaning damaged bins. A message will be sent to you regarding the bin(s) and a picture may be sent to the customer via email and/or text with a recommendation to replace. If the customer request to have the bin cleaned Royal Bins is not responsible for any damage that is done on that bin.

3. Royal Bins Responsibilities

Royal Bins will schedule the customer's service on a pre-planned route and notify the customer leading up to the day of service via email and/or text message. Royal Bins will attempt to service all bins on its pre-planned route. Once the customer's bins have been serviced, the customer will be invoiced, and their stored credit card will be automatically charged for the service.

If Royal Bins is unable to provide its service(s) on the scheduled day due to inclement weather, vehicle maintenance, unforeseen events or otherwise, it will make every attempt to notify the customer in advance and reschedule the customer to the next available opportunity. Due to route scheduling conflicts and/or extended inclement weather, the service visit may be cancelled until the following scheduled service date. The customer will not be charged if service cannot be performed due to inclement weather or vehicle maintenance.

4. Modifications to Terms and Conditions and/or Customer Agreement

Royal Bins reserves the right to modify and/or amend the Terms and Conditions and/or the Customer Agreement at any time by posting a revised Terms and Conditions and/or the Customer Agreement at www.RoyalBins.com, and/or sending information regarding the amendment to the email address you provided to Royal Bins. We will welcome all inquiries, questions, and comments regarding any changes made to the agreement from our clients. Our goal is to always serve our customers to the best of our ability and any changes to the agreement would be solely made for the betterment of the service program.

5. Modifications to Service

Royal Bins reserves the right to modify the service at any time for the betterment of our customers and the overall success of the service program.

6. Charges

The customer agrees to pay all charges for the service(s) and any applicable taxes. Royal Bins reserves the right to adjust pricing at any time. Changes in pricing may be communicated to the customer via updates to the website and/or email. It is the customer's right to choose to continue or discontinue the service at any time. The service will continue on a recurring basis until cancelled by customer. Continued use of the services or non-termination of the Customer's Royal Bins account after any such changes are communicated to the Customer by mail OR email correspondence constitutes your acceptance of the charges as modified by the posted changes. Customer may request a change to the selected service plan 7 days in advance of next service.

Service Based Payment (Pay as you go):

- Customer must have a Debit Card or Credit Card stored on file and have accepted automatic future charges.
- Customer will be billed after each completed service visit.
- Customer is responsible for paying for the service requested regardless of the number of bins present and available for cleaning.
- An invoice is created after each service.
- Payment is automatically collected after each service.
- A receipt will be sent to the customer via email after each service.
- Service is ongoing until customer cancels service.

Pre-Payment:

- Customer must have a Debit Card or Credit Card stored on file and have accepted automatic future charges.
- Pre-Payment is available for approximately 48-week periods.
- Pre-Payment charges will be made in advance of the first cleaning.
- Customer's account will maintain a credit that will be drawn down after each service visit until depleted.
- Customer is responsible for paying for the service requested regardless of the number of bins present and available for cleaning.
- A receipt will be sent to the customer via email after each service to keep customer informed of current balance available on account.
- Once customer's account is depleted, Royal Bins will automatically charge the customers for another 12-month period of service.
- Service is ongoing until customer cancels service.

Royal Bins will utilize industry leaders in payment processing to store customer's credit card information safely and securely. Customer's card will be run automatically after service, and a receipt will be sent via email.

7. Default Payments

Royal Bins reserves the right to suspend or terminate Customer's service without notice upon rejection of any credit or debit card charges or if the Customer's card issuer (or its agent or affiliate) seeks return of payments previously made to Royal Bins when Royal Bins believes Customer is liable for the charges. Such rights are in addition to and not in lieu of any other legal rights or remedies available to Royal Bins. Termination of service is the very last step of non-payment and will try to be avoided if possible.

8. Continuity of Service

The credit or debit card used to establish Customer's account will be automatically processed, in accordance with Customer's payment choice, the month prior to Customer's last paid service. Royal Bins will notify the Customer of any rate changes. Customer must notify Royal Bins before any changes to the Customer's credit or debit card or if the Customer decides not to continue with the service.

9. Cancellation of Subscription Service

The customer may cancel a subscription service at any time. If subscription cancellation occurs after only one cleaning visit, the customer will be charged the minimum service fee which is the equivalent of the One Time Cleaning Rate for the number of bins cleaned. Cancellation must occur 14 days in advance of next scheduled service date. Cancellation notice is required via telephone. Pre-payment refunds are not issued for cancellation of service.

10. Customer Information

We do not sell, trade, or rent customer's personal identification information to others. Royal Bins utilizes industry leading PCI compliant credit card information storage through their payment processor.

11. Sanitization and Disinfection

The customer understands that Royal Bins pressure washing is a great defense against germs and the environments they thrive in, but that Royal Bins **cannot** guarantee the complete elimination of all contagions within, around and on garbage bins. Royal Bins will make all reasonable efforts to sanitize and disinfect to the best of their ability but makes no claims to prevent disease and/or the spread of contagions.

12. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of California. Customer irrevocably submits to the exclusive jurisdiction of the courts in each state or location.