

# TERMS OF SERVICE

By signing this quotation, you agree to the following terms of service:

## Transport Services

1. Waste comprised of over 5% non-plastic and non-PPE will be subject to charge (i.e. metals, paper, glass, food waste)
2. Overweight 100L boxes (20kg+) will be charged at £25 per box
3. Any missed collections or deliveries will be charged at £15 per box
4. Damaged, leaking or unsealed boxes will not be collected by courier and result in a missed collection charge of £15 per box
5. Any cancellations must be made 24 hours prior to collection or a cancellation charge may be applied
6. Full transport costs will be applied if cancelled after the vehicle has left site
7. Loads rejected for being unsafe to travel will be charged in full. Loads are responsibility of the driver and they have the right to refuse any load deemed unsafe for travel
8. Customers will be liable for any damage caused while loading vehicles
9. Any damaged products that cause issues in transit resulting in reloading or cleaning will be charged at £100 per hour (min. 1 hour) to resolve
10. Timed collections will allow 1 working day grace either side of the scheduled time for adverse traffic, weather or breakdowns
11. Any loads entering recycling sites that have unloading issues due to broken products, fallen pallets etc. resulting in manual unloading will be charged at £200 per hour
12. Failed deliveries or collections as a result of limited access, issues with loading and/or product issues will be charged in full

## Environmental Services

13. The Customer agrees to all the terms of the Waste Declaration (provided by the waste courier) which is pre-acceptance of waste streams
14. The Customer will adhere to all Environmental legislation and Duty of Care
15. Any waste streams that are non-conforming or do not comply with the Customer Waste Declaration form will be rejected or charged at a higher rate based on handling issues or forward disposal
16. Issues with non-conforming wastes will be reported to the Environment Agency where a resolution cannot be agreed between the commercial parties
17. Rejected & contaminated waste streams will be charged handling and reloading fees at £150 per box and £1500 per vessel box
18. Appleton Woods Ltd will charge for any technical assessments required on a confirmed rejected load or breach of Waste Declaration form at £150 per hour

19. Waste Declaration assessments that require technical investigation or analysis to prove acceptance that is beyond a basic review will be charged at £50 per hour
20. Any external sampling required to support a Customer Waste Declaration form will be charged at test price at time of request plus £50 per hour for Appleton Woods Ltd support and administration
21. Contamination in breach of the Waste Declaration form (i.e. hazardous or clinical waste) or described waste that results in damage to any process or machinery will be charged at full loss and repair cost

## Administration Services

22. Appleton Woods Ltd reserve the right to change policies or terms with 7 days' notice to the Customer.
23. Appleton Woods Ltd will charge storage fees for any Customer items in quarantine or on store for returns at £10 per item per week.
24. Appleton Woods Ltd will use all practical measures and work with the Customer to mitigate any of the above issues and costs and ensure full communication is maintained to limit any issues and liability.

## Physical Goods

25. Any damage to the 1000L appCYCLE vessel will be charged in full



Right to be informed (Articles 13 & 14)

You have the right to be informed regarding any of your personal information we hold; we keep a completely transparent document stating how and why your personal data is used. It is within your rights to file a complaint with a supervisory authority if you believe we have not achieved this.

Right of Access (Article 15)

It is within your rights to access your personal information along with any supporting information at your request. This allows individuals to determine the legality of the information being processed. This information is made available at no cost to you.

Right to Rectification (Article 16)

If for any reason you feel your personal data is inaccurate and/or needs to be rectified, you are within your rights to request these changes free of charge.

Right to Erasure (Article 17)

Also known as the 'Right to be Forgotten', it states that you have the right to request for the deletion or removal of personal data if you feel there is no further reason for the data to still be processed. This includes individual data and company data. If this is the case all our records will be deleted from our cloud servers and data drives.

Right to Restrict Processing (Article 18 & 19)

It is necessary for us to revise and update any personal data we hold on our customers regularly. We do this to ensure accuracy of information. You have the right to restrict the processing of your data. This means that once requested Appleton Woods Ltd will stop the interaction of your personal information; this involves updating it and using it to process any order that is currently processing. This is different to the 'Right to Erasure', as it would be stored in our database.

Right to Data Portability (Article 20)

You have the right to be provided with any personal data we hold in an easily interpreted readable format in both paper-based and electronic versions. This is again at no cost to you.

Right to Object (Article 21)

You have a legal right to object to Appleton Woods Ltd collecting, storing or processing any personal information relating to you as an individual or the company.

Rights related to automated decision-making including profiling (Article 22)

As an individual you should acknowledge these rights do exist and can be implanted at any time. We carry out processing under Article 22(1) because we have the individual's explicit consent recorded. We can show when and how we obtained consent. We tell individuals how they can withdraw consent and have a simple way for them to do this.

**The appCYCLE 2.0 1000L vessel can only be held for a maximum of 3 months. Waste collection must be organised prior to the end of these 3 months.**

**An order of the appCYCLE 2.0 1000L vessel assumes approval from stores/goods in. Appleton Woods Ltd will not take onus if there is no space for item at time of delivery and customer will still be charged.**

**This does NOT apply to the smaller appCYCLE 2.0 100L box.**

**Clinical and hazardous waste will NOT be accepted.**

I agree and accept the Terms of Service set out above

*(This acceptance must be made by an individual with an understanding of the nature of the waste being handled and with the appropriate authority within the customer organisation)*

Name	<input type="text"/>	Date	<input type="text"/>
Organisation	<input type="text"/>	PO number	<input type="text"/>
Position	<input type="text"/>		
Email	<input type="text"/>		

Signature