

S&J Pick Up Co. – Customer Service Agreement

Weekly Garbage & Recycling Pickup Services

RM of Alexander & RM of Lac du Bonnet

This Customer Service Agreement (“Agreement”) outlines the terms, conditions, and service guidelines for residents participating in weekly curbside pickup services provided by **S&J Pick Up Co.** (“S&J”, “we”, “our”, or “us”).

By registering and/or submitting payment for service, the customer (“you” or “client”) agrees to follow the terms listed below.

1. Service Overview

S&J Pick Up Co. provides weekly curbside pickup of **household garbage and recycling** for residential customers in approved service areas within the **RM of Alexander** and the **RM of Lac du Bonnet**.

Service includes:

- Weekly pickup of household garbage and recycling
- Transport and disposal at approved RM waste facilities
- Route-based pickup schedules determined by location and demand

This service is intended to provide an affordable and convenient alternative to self-hauling.

2. Annual Membership (50-Week Service Model)

Our **Annual Membership** includes **50 scheduled pickup weeks per year**.

S&J Pick Up Co. reserves **two (2) weeks annually** for holiday/vacation/family time. These weeks allow us to rest and recharge so we can continue delivering consistent, high-quality service throughout the year.

- Customers will be notified well in advance of any scheduled holiday weeks.

- Holiday weeks are built into the annual pricing and are not eligible for refunds or credits.

We greatly appreciate our customers and believe that taking planned downtime supports a long-term, reliable service for the community.

3. Pickup Schedule & Service Expectations

Pickup occurs weekly on the scheduled service day assigned to your area.

Important notes:

- Weekly service is offered whether your garbage is out or not.
 - Customers are responsible for placing garbage and recycling curbside on time.
 - Pickup times may vary depending on route, weather, or operational conditions.
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4. Curbside Placement Requirements

To ensure efficient service, all waste must be placed:

- At the curbside or designated pickup location
- In a safe, accessible area for our vehicle and trailer
- Out by the required pickup time

Bins or bags placed behind gates, inside garages, on decks, or in inaccessible areas may not be collected.

5. Garbage Preparation Requirements

To prevent spills, mess, and animal issues, all garbage must meet the following requirements:

- Garbage must be placed in **sealed black garbage bags**
- Bags must be placed in a **secure bin**
- Animal-resistant bins are strongly recommended

Loose garbage or unbagged waste will not be collected.

Customers are responsible for ensuring lids are closed and bins are secure.

6. Recycling Preparation Requirements

Recycling must be prepared properly to comply with RM waste rules and to ensure the load can be accepted at disposal sites.

Recycling requirements:

- Recycling must be placed in **clear or blue recycling bags**
- Bags must be tied and placed in a secure bin where possible

No Limit on Recycling

We strongly encourage customers to recycle as much as possible. Recycling helps reduce landfill waste and supports cleaner communities.

There is **no set limit on recycling volume**, provided items are properly bagged and acceptable.

7. Garbage Volume Limits

This service is designed for **standard household waste volumes**.

Excess garbage may not be collected if:

- bins are overflowing
- bags are loose or unsafe to transport
- volumes exceed normal household levels

If you consistently exceed standard household volumes, S&J Pick Up Co. may request a service adjustment or alternate arrangement.

8. Acceptable Recycling Items

Recycling acceptance is based on the guidelines of RM-approved waste facilities. While accepted items may vary slightly by location, the following are generally considered acceptable:

Accepted Recycling (Typical Items)

- Plastic containers (rinsed)
 - Glass bottles and jars
 - Aluminum cans and tin cans
 - Cardboard (flattened)
 - Paper products (clean and dry)
 - Food packaging that is recyclable and reasonably clean
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9. Items Not Accepted (Recycling or Garbage)

The following items are **NOT accepted** through this service and may result in non-collection:

Not Accepted in Recycling

- Food waste or greasy food containers
- Diapers
- Styrofoam (unless accepted by local facility)
- Clothing or textiles
- Scrap metal
- Household garbage mixed into recycling bags

Not Accepted in Garbage Pickup

- Construction or renovation debris
- Drywall, lumber, shingles, insulation
- Concrete, bricks, gravel, soil
- Appliances, furniture, mattresses
- Tires
- Automotive fluids or batteries
- Hazardous materials (paint, chemicals, fuel, propane tanks)
- Biohazard or medical waste

If you are unsure about an item, please contact us prior to pickup.

10. Safety, Wildlife & Cleanliness

We operate in rural and cottage areas where wildlife is common. To prevent animals from tearing into garbage and creating a mess:

- All waste must be secured in bins

- Bagged waste must be tied tightly
- Customers are responsible for keeping waste contained and properly stored until pickup day

S&J Pick Up Co. is not responsible for mess created by wildlife before pickup occurs.

11. Missed Pickups / Route Delays

S&J Pick Up Co. will make every effort to complete all scheduled pickups. However, delays may occur due to:

- severe weather
- road closures
- mechanical issues
- landfill or transfer station closures

Missed Pickups Policy

- Missed pickups will not be refunded or credited.
 - If possible, missed pickups will be completed on the next scheduled service day or a makeup day at our discretion.
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12. Payment & Refund Policy

Customers agree to pay the full cost of their selected service plan according to the pricing provided at sign-up.

- Annual memberships are prepaid and non-refundable once service begins.
- Monthly plans (when available) require payment in advance.

Refunds are not provided for:

- missed pickups
- holiday weeks
- weeks where customer did not place waste out
- temporary service interruptions beyond our control

13. Service Area & Route Feasibility

Pickup routes are created based on customer demand and operational feasibility.

S&J Pick Up Co. reserves the right to:

- adjust routes
- modify pickup days
- pause or cancel service in an area if there is not enough participation to sustain a weekly route

If a route is canceled due to low demand, customers will be notified and any unused prepaid portion will be refunded.

14. Failure to Follow Guidelines

To keep the service affordable, safe, and efficient for everyone, all customers must follow the service guidelines outlined in this agreement.

If guidelines are not followed:

- waste may be left uncollected
- the customer may receive a warning
- repeated violations may result in termination of service

Termination of Service

S&J Pick Up Co. reserves the right to terminate service immediately for repeated or serious violations, including but not limited to:

- unsafe waste handling
- unacceptable items
- repeated loose waste or overflow
- misuse of recycling
- hazardous or prohibited materials

Termination may occur without refund depending on the circumstances.

15. Community Partnership & RM Compliance

S&J Pick Up Co. works closely with local Rural Municipalities and approved waste disposal sites to ensure compliance with local rules and regulations.

Our goal is to support the continued efforts of the RM's to maintain clean and organized communities while offering residents an affordable and convenient weekly service.

Customers agree that service is dependent on adherence to RM disposal policies and may be adjusted if RM rules change.

16. Agreement Acceptance

By registering for service and/or submitting payment, the customer acknowledges and agrees to the terms of this Customer Service Agreement.

Contact Information

S&J Pick Up Co.

Weekly Garbage & Recycling Services

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