

S&J Pick Up Co. – Missed Pickup Policy

S&J Pick Up Co. is committed to providing reliable weekly garbage and recycling pickup service. However, missed pickups may occasionally occur due to factors beyond our control.

This policy outlines how missed pickups are handled.

1. Customer Responsibility

To receive service, customers must ensure that:

- Garbage and recycling are properly bagged and secured
- Waste is placed curbside or at the designated pickup point
- Bins are accessible and not blocked by vehicles, snowbanks, gates, or obstacles
- Waste is set out by the required pickup time

If waste is not placed out on time or does not follow guidelines, it may not be collected.

2. Missed Pickup Due to Customer Error

If your pickup is missed because:

- bins were not curbside
- bags were loose/unsecured
- prohibited items were included
- bins were inaccessible

The pickup will be considered **missed due to non-compliance**, and service will resume on the next scheduled pickup day.

No refunds or credits will be provided.

3. Missed Pickup Due to Operational Issues

If a pickup is missed due to:

- vehicle breakdown
- unsafe road conditions
- severe weather
- landfill or transfer station closure
- unexpected route disruption

S&J Pick Up Co. will attempt to:

- complete pickup later that day, or
- complete pickup within a reasonable timeframe, or
- resume service on the next scheduled pickup day

Makeup pickups are not guaranteed and will be scheduled at our discretion based on safety and route feasibility.

4. Weather & Emergency Conditions

During extreme weather (heavy snowfall, freezing rain, flooding, unsafe road conditions), service may be delayed or postponed.

Safety is our top priority. Customers will be notified as soon as possible when delays occur.

5. No Refund Policy

S&J Pick Up Co. does not offer refunds or credits for missed pickup days.

Weekly service is offered based on route scheduling, fuel costs, and operational availability—regardless of whether waste is placed out each week.

6. Reporting a Missed Pickup

If you believe your pickup was missed, please contact us within **24 hours** of your scheduled pickup day so we can review the route and confirm whether service can be provided.

7. Repeated Issues

Repeated missed pickups caused by non-compliance may result in:

- service warnings
- refusal of collection until corrected
- termination of service (in accordance with our Customer Service Agreement)