

# S&J Pick Up Co. – Cancellation Policy

At S&J Pick Up Co., we build our weekly pickup routes based on confirmed customer participation. To keep pricing affordable and routes efficient, the following cancellation policy applies to all customers.

---

## 1. Annual Service Plan (Prepaid)

Annual service is billed for **50 pickup weeks per year**.

Because annual customers reserve a spot on an active route and allow us to plan staffing, fuel, and equipment needs, **annual service is non-refundable once service has started**.

If a customer cancels mid-year:

- Service will end at the requested cancellation date (or end of the paid term, at our discretion)
  - No refunds or credits will be issued for unused weeks unless otherwise approved by S&J Pick Up Co. in exceptional circumstances
- 

## 2. Monthly / Seasonal Service Plan

Monthly/seasonal customers may cancel at any time with:

 **30 days written notice**

Cancellation requests must be submitted by email or through our website contact form.

Service will continue through the 30-day notice period, and billing will remain active until the cancellation date.

---

## 3. Route Changes or Service Area Feasibility

S&J Pick Up Co. reserves the right to adjust pickup days, route timing, or service areas as needed.

In rare cases, if a route becomes unsustainable due to low participation, we may pause or cancel service in that area. Customers will be notified as early as possible.

If service is canceled by S&J Pick Up Co. for route feasibility reasons:

- any unused prepaid portion will be refunded.
- 

## 4. Termination of Service Due to Non-Compliance

S&J Pick Up Co. may terminate service without refund if a customer repeatedly fails to follow service guidelines, including but not limited to:

- prohibited items placed in garbage or recycling
  - repeated overflow or unsafe waste handling
  - loose or unbagged waste
  - hazardous or unacceptable materials
- 

## 5. How to Cancel

To cancel service, please submit your request by email to:

 [info@sjpickupco.com](mailto:info@sjpickupco.com)

Include:

- Name
  - Service address
  - Requested cancellation date
- 

## 6. No Refunds for Missed Pickup Days

Missed pickups will not be refunded or credited. Service is offered weekly whether waste is placed out or not.