



STATEMENT OF SERVICE

Welcome to American Disposal Services, Inc. Please review our Statement of Services.

Trash: Our service is provided for everyday generated household waste only. All material set out to the curb must be in leak-proof metal or plastic containers with tight fitting lids or heavy duty plastic bags. Please make sure to put out your trash curbside the night before pickup. *If you would like to schedule the removal of more than the allowable amount of trash detailed above, there will be an additional charge. Advanced notice with our customer support team is required.* ****Please note: Construction, cleanout material, and remodeling debris are not household waste. Paints, stains, and gas containers are not accepted and are considered hazardous waste.**

Bulk/Special Waste Removal and Set-out Instructions: Collection can be made for oversized bulky items, large household items like appliances and any material used for renovation and construction projects. Place bulk items curbside away from obstructions and contact customer support for pricing and to schedule a removal.

Yard Waste Set-out Instructions: Grass clippings and leaves need to be placed in "compostable yard waste bags". Personal cans may be used; however, they need to be marked as "Yard Waste". Tree limbs and brush must be no longer than 4 feet in length and 3 inches thick in diameter. These items must be tied with rope or twine in bundles and cannot exceed 50 lbs. We will collect a maximum of 10 bags of grass clippings and / or leaves, and 10 bundles of brush per customer per pickup. *If you would like to request an additional removal, please contact our customer support team for pricing and scheduling.* ****Please Note: Rocks, concrete, dirt, sod, tree stumps and mulch are not accepted.**

Christmas trees will be collected during the 1st two weeks in January. All decorations, lights, tinsel, garland, etc. must be removed from the tree. Do not

place trees in plastic bags.

Fairfax County Residents: Yard Debris season is March 1st through December 24th.

All Other Counties: Yard Debris collection is on your second pickup day of the week.

Recycling: Our process is called 'Single Stream' Recycling that allows you to put PAPER, CARDBOARD, PLASTIC and METAL in **ONE BIN**. Please follow our #recyclingguide and make sure to put out your recyclables curbside the night before pickup.

 **Acceptable Recycling Materials:**
We accept: PAPER. We handle many grades: Colored, mixed and office paper, newspaper, magazines, catalogues, soft-cover books, junk mail, etc. **CARDBOARD, PAPERBOARD and CARTONS** are recyclable. Corrugated cardboard and moving boxes need to be broken down or flattened. **PLASTIC.** All colored and natural (*except black colored plastic) plastics labeled # 1-5, and 7, rigid plastic like jugs, buckets or toys and wide-mouth plastic containers used for yogurt, butter, etc. **METAL.** We handle ferrous metals like aerosol and tin cans but also non-ferrous metals like aluminum beverage cans, trays and foils. ****Please Note: All recyclables should be EMPTY, CLEAN, DRY and placed LOOSE in your bin.**

 **Unacceptable Recycling Materials:**
Contaminated recyclables and any recyclable material smaller than your fist. List of common items that unacceptable are plastic bags, light bulbs, batteries, glass, glassware, ceramics, christmas lights, tires, auto parts, garden hoses, VCR tapes, plastic and wire hangers, diapers, plastic utensils, black plastic food containers, clam-shell containers, pots and pans, paper plates, paper towels, napkins, Styrofoam cups, plates, bowls, and to go food containers. ****Please Note: These items can be donated, recycled elsewhere and/or belong in your trash can.**

Equipment: Please do not write or paint on the trash or recycling carts or bins provided by American Disposal Services, Inc. Lost or stolen trash or recycling carts are subject to a \$100.00 fee. Lost or stolen recycling bins are subject to a \$10.00 fee. All trash and recycling carts and bins must remain on the property that American

Disposal Services, Inc. is servicing.

Holiday Schedule: American Disposal Services, Inc. observes the following holidays and days when the landfill is closed: New Year's Day, Independence Day, Thanksgiving Day and Christmas Day. Always check our website www.americandisposal.com/holiday-schedule for an up-to-date schedule.

Inclement Weather: We reserve the right to cancel services on any day we consider unsafe due to inclement weather or dangerous driving conditions. Your service will be delayed to the next day, weather and road conditions permitting.

Payment: Automatic and one time payments can be made on our website at our customer portal "My Trash Account". You may also mail payments to the remit address on your invoice or contact our customer support team to pay by phone. Fees may apply when paying by phone. Payment is due 30 days after the invoice. Any payments not received within 45 days of the invoice date will result in a \$10.00 late fee and possible suspension of service. In case of suspension, there will be a maximum \$35.00 reinstatement fee. All checks returned by the bank are subject to a \$35.00 service fee. There will be a 30-day advance notice of any adjustments to your monthly service charges that may occur due to increasing disposal and operational costs. A \$3.00 paper invoice fee will be assessed per generated paper bill.

Cancellation Policy: Notice of cancellation must be provided by phone or mail at the phone number or address on the front of your bill. There will be no proration of billing and you will not be entitled to a refund if service is cancelled during a billing cycle. You will remain responsible for all charges, fees and taxes through the end of the billing cycle (including the period between the notice of termination and the end of the current billing cycle). This provision will not apply if it is contrary to a current franchise agreement, municipal contract, or other written contract applicable to this account or is otherwise prohibited by law.

Thank you for choosing American Disposal Services!



703-368-0500
Our Customer Support is available by phone from 8:00am to 4:30pm EST Monday through Friday.



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