



## TERMS & CONDITIONS 2024

Thank you for choosing FNQ Green Bags for your garden waste removal service. As local business, we pride ourselves on customer service, reliability, and consistency for our community – while taking care of our natural environment. By supporting us, you're supporting the capture and storage of carbon in our Shire for a better future for us all. To keep our working relationship healthy, we appreciate you taking the time to read and adhere to the below terms & conditions. Thank you.

- Bags are for green waste only. This includes palm fronds, weeds, leaves and grass clippings. NO bag is to contain household rubbish, dirt, sand, turf, cardboard or paper. If we find prohibited items in your bag you will be notified. Continued breaches may lead your account to be cancelled
- Cardboard collection may be available upon request for a small fee. Please advise upon registering interest
- Maximum weight allocation for bags is 40kgs. Should your waste exceed this volume, you will be provided with an additional bag and an additional monthly fee of \$26.90
- Bags are to be filled according to needs, however all waste must fit inside the bag. If you have large branches or small trees that need removing, please advise within 72 hours of pick up, place beside the bag and we will remove for a small additional fee that will be invoiced at the end of the month
- For additional orders of [HumiSoil](#) (made from your green waste) or [XLR8 Bio – Fertiliser](#), please place order a minimum of 72hours prior to monthly service via website. All FNQ Green Bag customers will receive a 10% discount off all Green Food Australia products.
- FNQ Green Bags will provide you, the customer, with quality garden bags and metal frames for the duration of your service requirements
- All bags and frames remain the property of FNQ Green Bags
- Any loss or damage to bags / frames will be the responsibility of you, the customer, and you may be liable for replacement
- While all care is taken, FNQ Green Bags are not responsible for any damage that may occur with use of our equipment
- Monthly collections will take place on the 3<sup>rd</sup> Thursday of every month. Should the service need to be delayed due to unforeseen circumstances, clients will be notified via email and the service rescheduled for collection ASAP



- Green Bags will be collected every month on a subscription service unless prior arrangements have been made. Bags must be serviced no longer than every 8 weeks
- Bags will be collected monthly regardless of the volume within the bag itself. Should you need to pause your collection service for a month, FNQ Green Bags must be notified in writing (fnqgreenbags@gmail.com) with 7 days prior to collection
- All bags must be accessible for collection with no interference. If we cannot access the bag due to a locked gate, dog or other form of blocked access – you will still be charged a monthly pick up and either pay an additional pick up fee or wait for the next scheduled collection.
- Monthly fees are to be direct debited from your account the day following collection via the secure service STRIPE. Should you wish to nominate a specific day, please advise when signing up
- Services will be continued until cancelation has been made by you, the customer, via email, messenger or phone providing 7 days notice
- By signing up or otherwise using our services you are agreeing to our terms and conditions
- Properties located within an electric ant declared area will have their green waste collection suspended until advised by EPA deems safe for waste removal. Clients will not be charged monthly pick up during this time
- Whilst making every attempt to resolve unpaid accounts or breaches of our terms and conditions, If we receive no response or payment we reserve the right to cancel an account. Our driver will remove the bag and frame and leave any contents
- FNQ Green Bags has the right to refuse service to anyone not willing to comply with our terms and conditions. By using our services, you are agreeing to abide by our terms and conditions

We look forward to providing you with a consistent, reliable service every month.

Kind Regards,

FNQ Green Bags Team