

RESIDENTIAL POLICIES AND CUSTOMER INFORMATION

Our Company: Tiger Sanitation, LLC is a local, family owned and certified Women Business Enterprise (WBE) offering residential, commercial and industrial waste collection and disposal services. We strive to create value through a great employee and customer experience driven by ethical and mindful decision making and the alignment of our employee's, our customer's, and our company's expectations.

Contracted Areas: If you are a customer in a contracted area, your contracted policies and procedures will prevail if in conflict with the following policies.

Time: All trash and/or recycle **MUST be out by 6:00 AM** on your service day.

Holidays: Tiger Sanitation is closed on New Year's Day, Thanksgiving Day and Christmas Day. **During holiday weeks, we may run revised routes to ensure that all customers receive service at least 1 time that week. Please log on to our website – www.tigersanitation.com for holiday scheduling information.**

Limit Trash: One (1) 95-gallon Tiger trash cart. The lid should lie flat and close completely. In many areas, you are able to add a second Tiger cart to your account for an additional charge. Anything over this limit will be considered bulk waste subject to additional fees. Please call our offices at 210-333-4287 for pricing information and to schedule a bulk pickup.

Restrictions Trash: Collection is limited to residential Municipal Solid Waste (MSW) only and specifically excludes all Hazardous Waste, Special Waste and Construction & Demolition Waste as Defined by the Texas Commission on Environmental Quality and the Federal EPA including but not limited to batteries, tires, oils, anti-freeze, liquid paint, other liquids and other hazardous materials, dirt, rock, sand or other heavy materials. For the safety of our personnel, individual bulk items should not exceed 35 pounds each; brush and limbs should be tied in bundles of less than 35 lbs. and four (4) feet in length. There is no sharing of garbage service among neighbors allowed. Each house must have separate accounts.

Limit Recycle: One (1) 95-gallon Tiger recycle cart.

Restrictions Recycle:

- **Acceptable Materials** – Cardboard, newspaper, loose office paper, magazines, plastics 1-7, aluminum beverage cans, steel and tin cans. All items must be loose in the cart (not bagged), clean, dry and contain no food residue. The list of Acceptable Materials are subject to change.
- **Unacceptable Materials** – any material not specifically listed above as Acceptable Materials, including but not limited to – bagged items, glass, food waste, food contaminated paper, cardboard plastics or cans, textiles (like rugs, carpet, bedding or clothes), electronics, hoses, extension cords, holiday lights, and clothes hangers, plastic bags, film, sheeting or membranes, yard waste, grass, dirt, wood, concrete, brick or other construction debris, polystyrene foam & packing material, scrap metal, auto parts and tires.
- **Contamination** - Carts observed to be contaminated will be tagged and may not be serviced. You must remove all unacceptable materials prior to the next scheduled service day. Contamination may result in the entire load to be diverted to the landfill. Please do your part to keep the recycle stream clean and free of contamination.

Cart Responsibility:

- Tiger carts are in your care, custody & control.
- Call our office for repair of a damaged cart (broken lids, wheels, or other normal wear and tear). You must have cart curbside for exchange. This can now be requested on our website by logging into your account.
- Carts that are lost, stolen or damaged from misuse or abuse will be replaced for a \$100.00 fee.

Cart Placement:

- Place carts a minimum of six feet (6') from obstructions, such as vehicles or mailboxes, and no more than thirty-six inches (36") from the edge of the road.
- Place carts a minimum of four feet (4') apart with the handles facing your home or fence.
- Do not obstruct the collection of carts or bulk items by parking vehicles in the vicinity.

Vacation Credits: Tiger Sanitation can suspend your account during your extended vacation time. Please contact us at least one week prior to your vacation to arrange to have your service suspended. Vacation credit will not be issued for periods of less than 1 month or more than 3 months. Limit of 2 vacation holds per year. You are still responsible for payments during this time. Credit is added to the account at the end of the suspension.

Refer a Friend: You may be eligible to receive a one-time \$5.00 credit on your account for each new customer you refer. Please remind your friends and family to tell us who referred them when signing up. Limit 5 credits per year.

Rates: Our rates are subject to change. You will have 30 days notice on your invoice of any rate change on your account.

Payment Options:

- **Pay Online** - You can pay online at www.tigersanitation.com. It is quick, easy, and secure. You will need your account number and password. By setting up your account, you will have direct and timely access to your account information.
- **Pay by AutoPay** - You can pay your bill automatically with your Visa, MasterCard, or Discover. Please call our office or simply log on to your Tiger account and sign up. You can stop AutoPay anytime by calling or changing your preference on your Tiger account online.
- **Pay by Phone** - You can make a one-time payment over the phone by calling our Customer Service Department.
- **Pay at Office** – You can make your payments in person by cash (must have exact change), check, or credit card (Visa, MasterCard or Discover). You may use the drop box at the main office door for any payments. Please bring remittance portion of your bill when dropping off your payment. Envelopes are available to secure your payment and account information. We are located at 6325 Hwy. 87 East, San Antonio, Texas 78222.
- **Mail in checks or money orders** – You can mail check or money order payments to Tiger Sanitation at: PO BOX 844909 Dallas, TX 75284-4909. Please include the remittance portion of your bill and/or note your account number on the payment. **NOTICE:** When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

PLEASE NOTE IT MAY TAKE UP TO TWO BUSINESS DAYS FOR YOUR PAYMENT TO POST ONCE RECEIVED AND PROCESSED. THIS MAY EFFECT YOUR SCHEDULED SERVICES.

Rejected Checks: A \$35.00 return check fee will be applied to your account for any returned check. A second returned payment will be a \$50.00 fee. If not paid promptly, you may be referred to collections.

Delinquent Accounts: Accounts that are past due more than 45 days from the invoice date will be automatically placed on STOP SERVICE. Your account must be paid in full to resume services. Upon payment, service will resume on your next scheduled service day once your payment is processed and posted. If payment has not been received within 10 days after being placed on stop service, your account may be closed and referred to collections. If an account is closed due to non-payment, you must pay the past due balance and a \$35.00 re-start fee, in addition to a new quarterly payment to reinstate service. You must call us to re-establish service. Any payments made to Tiger will first be applied to the delinquency before any new services may be started. Any payments made to Tiger will first be applied to the delinquency before new services may be started.

Canceling Your Service: To cancel your service, you must call our office at 210-333-4287 and speak with a representative. If service is not canceled properly, you will continue to be billed and may be subject to other fees and penalties. The cart must be curbside for pickup. There is a charge of \$25.00 for pickup, cleaning, and sanitization of your cart. Because we do not charge a deposit, there is a \$100.00 charge for each cart that is not returned in useable condition.

Refund Policy: Upon return of all Tiger carts, we will provide a refund by check or credit card for any unused full months of service. We do not refund partial months of service.

Subject to Change: These policies are subject to change without notice. For the most up to date information, please visit www.tigersanitation.com