

Terms and Conditions – 1st Class Waste & Recycling Ltd & 1st Class Waste Management Ltd

Effective Date: 5th November 2025

By using our services, you agree to these Terms and Conditions (“T&Cs”).

1. Bookings and Orders

- Bookings can be made via phone, email, or website.
 - Booking is confirmed once payment or a deposit is received.
 - Customers must provide correct delivery details and ensure that any required permits.
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2. Skip Delivery and Collection

- Delivery times are estimates and may be subject to change due to traffic, weather, or other unforeseen factors.
 - Customers must ensure safe placement and access for skips.
 - Skips must not be moved without our permission.
 - Delivery may be refused if access is unsafe or unsuitable.
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3. Payment

- Payment is due at the time of booking unless otherwise agreed in writing.
 - Accepted payment methods: direct payment, bank transfer, or credit/debit card.
 - Prices are as stated on the website, excluding any additional charges unless otherwise specified.
 - Bookings are only confirmed once payment has been received.
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4. Cancellations and Refunds

- Cancellations must be made at least 24 hours before the scheduled delivery. Refunds may be subject to an administration fee.
 - Refunds may be issued at our discretion and can take up to 7 business days
 - No refund for skips already delivered unless agreed in writing.
 - Changes to delivery date or skip size may incur extra charges.
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5. Waste Restrictions

- Do not dispose of hazardous, flammable, or illegal waste (e.g., asbestos, chemicals).
 - We may refuse collection or report illegal disposal.
 - Liability for prohibited materials rests with the customer.
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6. Liability

- We are not liable for damage to driveways, pavements, or property unless such damage is caused by our negligence.
 - Maximum liability is the amount paid for the service.
 - We are not liable for indirect or consequential losses.
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7. Access and Safety

- Ensure enough space for delivery and collection.
 - If delivery is attempted and there is no dropped kerb or a safe location to place the skip, a £40 attempted delivery fee will apply. The remaining balance of your order will be refunded..
 - Follow the safety instructions provided.
 - Service may be refused if conditions are unsafe.
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8. Optional Additional Terms

- **Insurance Coverage:** Both companies have full liability cover
 - **Late Collection or Extension Fees:**[To be confirmed verbally depending on length of time; otherwise, additional charges may occur
 - **Commercial vs Residential Terms:** Same unless agreed in writing
 - **Deposit Policy:** No deposit taken, see cancellation and refund policy.
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9. Data Protection

- Personal data is collected and processed according to our Privacy Policy.
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10. Governing Law

- These T&Cs are governed by the laws of England and Wales.
 - Disputes are subject to the exclusive jurisdiction of the courts of England and Wales.
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Contact Us

1st Class Waste & Recycling Ltd & 1st Class Waste Management Ltd

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