

# Smiles Garden Bags *Terms & Conditions:*



- **\$45 is to be paid in advance.** To qualify for your free service this must be paid within a month of receiving your bag and frame and you must remain a customer for at least 4 months.
- \$15 per regular service, with a minimum service rate of every second month. 'Special' services are \$17\*.
- Accounts are expected to remain in credit or less than 2 months overdue. Please see Overdue Policy\*
- **Green Waste Only** This means plant matter ie, grass, palm fronds, bush cuttings. It does not include mulch, matter out of your garden bed or raked up leaves full of dirt. Catalogues, cardboard and newspapers are NOT green waste.
- **No Sand, Dirt, Gravel, Turf or Rubbish. Repeat offenders may have their accounts cancelled.**
- We must be able to **close the flaps** on the bag. It is not the driver's job to pack your bag and **refusal of service may offend.**

If your bag does not require a service please call or **TEXT** at least **24 hours in Advance.** *Failure to do so will result in either scheduled service and charges or a \$5 service fee.*

## **Payment Options: Cash, Cheque, Direct Deposit.**

When making a payment please ensure you use your *Customer Code* as a reference. This ensures that your payment is correctly credited to your account.

You can also pay over the counter at any Bendigo Bank Branch.

## **Bank Details**

Account Name: A.C.N 143 545 751 Pty Ltd  
Account Number: 140 828 740  
BSB: 633-000  
Bendigo Bank

## **Our contact details are:**

Smiles Garden Bags  
PO Box 983  
Hyde Park 4812

**PH: 0402 511 575**

Email: [smilesgardenbags@live.com](mailto:smilesgardenbags@live.com)

Your *Customer Code*: \_\_\_\_\_

# Smiles Garden Bags *Terms & Conditions cont.*



**\*‘Special’ Services Cost \$17** for services not on your regular service day. So plan ahead and request an extra bag if you are planning a clean-up. It is a good idea to organise the extra bag and frame to be delivered on your service day, as deliveries **not** on your service day are charged at \$5.

**\*Overdue Policy-** Accounts will be frozen upon owing \$30 or after 2 months with no payment received. No further services will be rendered until account is paid in full. Failure to pay this account before your service day will also result in a \$5 overdue fee. Consistently and significantly overdue accounts will be subject to closure and/or our return policy\*.

**\*Return Policy-** We are happy to return the same value of garden waste to the property on a case by case basis, amount of garden waste returned is determined by value of overdue account. Accounts will only be subject to the return policy if the account is significantly and consistently overdue.

*If you utilize the service you are agreeing to abide by the Terms and conditions as laid out in this document. Terms and Conditions are subject to change without notice.*

***SMILE! And have a Great Day!***

