**Dear East Mountain Disposal Valued Customer**,

**We appreciate you choosing us for your trash and recycling service 😊. We are still locally owned & operated and proud to serve the East Mountain area. We offer weekly service for regular household waste & once a month for recycling (if available in your area). Our office hours are 9am – 4pm M-F, so please call us at 505-286-4798 if you need any information. Leave us a message if you get our voicemail - we will be happy to call you back as soon as possible. Please be respectful when interacting with our staff – we are working hard to take care of each customer 😊.**

***This flyer is updated quarterly and is included with your billing – please review each quarter.***

**BY USING OUR SERVICE, YOU AGREE TO THE FOLLOWING:**

***ROADSIDE BY 7AM AND LEAVE IT OUT UNTIL 7PM HAVE YOUR PAYMENT IN OUR OFFICE BEFORE THE DUE DATE***

***KEEP YOUR ANIMALS PUT UP ON TRASH DAY NO MANURE EXCEPT IN MANURE DUMPSTERS***

***NO ASHES – HOT OR COLD! DO NOT LEAVE CARTS OUT OVERNIGHT DUE TO ANIMALS***

***NO OVERLOADING CARTS – LIDS MUST SHUT TO BE SERVICED AND ARE SUBJECT TO ADD’L FEES IF TOO HEAVY TO LIFT***

***BAG YOUR TRASH & BUNGEE THE LID SHUT – WE ARE NOT RESPONSIBLE FOR MESSES CAUSED BY ANIMALS OR WEATHER***

***FOR SAFETY & ENVIRONMENTAL CONCERNS - WE NO LONGER PICK UP ITEMS OUTSIDE OF OUR CARTS.* Everything must be INSIDE our cart with the lid CLOSED (nothing overloading the capacity of the cart). If carts are too heavy to lift or load, they may not be serviced. We offer additional carts at a discounted rate (if at a single location)*.***

* ***PICK UP TIMES –*** Will vary each week (fueling trucks, trips to the landfill, delays on the route, etc.). Weather & road conditions are always a factor, especially during the winter & rainy season. If your cart is not serviced due to weather or road conditions, ***we will try again on your next scheduled trash day (weather permitting)***. **We do not issue credits or go back under certain circumstances - *including, but not limited to*: Carts not out on time, loose animals, blocked or inaccessible locations, gates closed/locked, overloaded carts, restricted items, etc.).**
* ***NO CONSTRUCTION, BULKY OR HAZARDOUS MATERIALS (OF ANY SIZE) –*** **WE ONLY TAKE HOUSEHOLD WASTE.** No tires, motor oil, car batteries, fluorescent lights, medical waste of any kind (hypodermic needles, syringes, etc.), rugs, chemicals, paint, pesticides, lumber, trees, furniture, appliances, toilets, mattresses, dead animals or carcasses, etc.
* **Violation of these terms may result in termination of service & loss of your deposit and/or remaining credits. Any fines incurred by the landfill for restricted items are billed to the customer**.
* **HOLIDAY SCHEDULE 2023: ALL HOLIDAYS ARE REGULAR SCHEDULE (*EXCEPT FOR THESE THREE HOLIDAYS)*:**

**THANKSGIVING DAY 11/23/23 *CLOSED* - THURSDAY STOPS PICKED UP ON FRIDAY 11/24/23. FRIDAY STOPS PICKED UP ON SATURDAY 11/25/23.**

**CHRISTMAS DAY 12/25/23 AND NEW YEARS DAY 1/1/24 *CLOSED* – ALL ROUTES ARE PICKED UP A DAY LATER (MONDAY STOPS PICKED UP ON TUESDAY, TUESDAY STOPS PICKED UP ON WEDNESDAY, ETC).**

* **PAYMENTS ARE DUE IN OUR OFFICE QUARTERLY BY JAN 15TH, APRIL 15TH, JULY 15TH & OCT 15TH**
* **We accept checks, M.O.'s & Online bill-pay checks from your bank (those take approximately 10 days to arrive).**
* **We accept M/C & Visa (by phone or email only) - a $3 + tax transaction fee applies for processing all cards.**
* NO GRACE PERIOD **- PLEASE SET UP YOUR PAYMENT SO IT ARRIVES BEFORE THE DUE DATE.**

**FEE SCHEDULE (NOT INCLUDING TAX):**

***Deposit for the Account - due at sign-up or upon resuming service - $50 carts / $100 dumpster. Credit Card Fee of $3***

***Lost / Damaged / Stolen Cart Fee of $90 to replace cart. Admin Fee of $15 for account changes /changes of service. Cart Cleaning Fee of $20 for final cleaning or cancelled accounts. NSF Fee of $15 for returned checks.***

***Late Fee of $20 for carts / $35 for dumpsters - for payments received in our office after the due date.***

***Service Fee / Return Cart Fee of $20 for carts not relinquished by delinquent account holders or carts pulled due to non-payment. Overloaded Carts are assessed a fee based on volume & weight of excess (or not serviced at all).***

***Driveback Fee (where available) of $48 per quarter if cart is serviced in a location other than roadside. Cart still needs to be easily accessible and placed away from buildings, vehicles and other obstacles on your service day.***

**WE OFFER SMALL DUMPSTERS (STANDARD & MANURE) – SAME RULES ABOVE APPLY TO ALL DUMPSTERS**

**RECYCLING IS SERVICED 1 x MONTH (WHERE AVAILABLE) – NO GLASS, STYROFOAM OR GROCERY BAGS**

* + **ROLL-OFF CONTAINERS – Construction, Demolition & Clean Ups**
  + 12 YD for 15 days - $263 / 15 YD for 15 days - $293 / 30 YD for 30 days - $393 / 40 YD for 30 days - $453 (all pre-tax)
  + **(505) 286-4798 Phone MAILING: PO Box 756, Tijeras, NM 87059**

**WEBSITE: em-disposal.com EMAIL: office@eastmountaindisposal.com**