



## **Vixster Customer Policies**

### **Volume of Waste**

We ask that our customers not have more than **10 kitchen size (13-15 gallon) bags per pickup or 3 (50 gallon) bags per pickup**. Our team is instructed to not pick up more than the volume of waste mentioned above. All trash must be in a separate container from the recycling. Please be sure to **tie your bags** prior to putting them in your trash bins.

If you have **more than the above stated volume of waste**, then please call our team at 828-263-4276 (extension #3) to notify us, and to schedule a one-time pickup. Our team will be happy to provide a FREE quote to get any additional waste picked up.

### **Unbagged Waste Policy**

All waste and recycling must be bagged. If there is any unbagged waste in your bin, **please be sure to bag it, and secure it before your next pickup day**. Our team is not instructed to pick up anything other than standard bagged residential garbage. Please separate the waste and recycling into two separate bins.

### **Recycling**

All **recycling must be sorted** and bagged into five main categories: paper, plastic, glass, aluminum and cardboard. **All cardboard must be broken down and bagged**. Our team is not instructed to pick up any cardboard that is not broken down and bagged.

The recycling bags **must be clear bags** to ensure we can distinguish the recycling and make sure it is recycled appropriately. Also, the recycling must be in a separate container from the trash.

### **Litter Created by Animals**

If an animal gets into your waste, **please be sure to bag it and secure it before your next pickup day**. Our team is not instructed to clean up miscellaneous waste debris caused by animals. We will pick up bagged waste only.

## **Holiday Policy**

Vixster will not be in operation on the following holidays: Thanksgiving, Christmas Eve, Christmas Day, New Year's Day, Easter, and Fourth of July. We apologize to those customers whose scheduled pickup day falls on these holidays, and who will not have trash service for that week. Vixster may choose to add additional observed holidays in which routes will not occur.

If your pickup lands on a holiday, then you will receive a pickup on your **next regularly scheduled pickup day**. We will gladly pick up the volume of waste equal to two standard pickups. If we are able to add your location to a route later in the week, we will do our best to do so, however, it will be a Vixster's sole discretion.

## **Inclement Weather Policy**

Winter weather will inevitably slow our daily route collections and in some areas around the county, make accessibility to your home unsafe for our drivers. Please be patient with us. We will service those areas as soon as the roads are clear enough for safe traveling.

We unfortunately cannot control the weather or speed up the crews who clear the roads, and we apologize ahead of time to those who live in areas that we are unable to service due to winter conditions. In all other areas, expect delays as we do our best and make every effort to collect everyone's trash. If your pickup lands on an inclement weather day, then you will receive a pickup on your **next regularly scheduled pickup day**. We will be happy to take the volume of waste equal to two standard pickups. If we are able to add your location to a route later in the week, we will do our best to do so, however, it will be a Vixster's sole discretion.

## **Pickup Time Frame**

Please be sure to have your waste and recycling out, and ready for pickup between the times of 6:00 am - 8:00 pm. Our team schedules vary, and some haulers get started earlier than others.

The time frame of your pickup may change on a weekly/monthly basis, depending on where your location lands on our route. Although your pickup day will not change, unless we notify you!

## **Questions, comments, or feedback?**

Please feel free to contact us with your questions, comments, or feedback at [team@vixster.com](mailto:team@vixster.com). We are happy to have you as part of the Vixster Family, and we look forward to providing the best service we possibly can for your waste and recycling collection services.

Vixster - Waste & Recycling

Phone: 828-263-4276

Website: [www.vixster.com](http://www.vixster.com)

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