



**B & B Refuse, Inc.**  
 14500 Southlawn Lane  
 Rockville, Maryland 20850  
 bandbrefuseinc@hotmail.com



Phone: 301-424-1427  
 After Hours Leave Message

Office Hours:  
 Mon – Thurs 9:00AM - 3:00PM Fri 9:00AM– 2:00PM

**Regulations For Collection**

**Payment of the 1st bill constitutes acceptance of these rules & regulations.**

1. **Frequency of Collection:**

Collection will be made twice weekly with the following exceptions:

- A. When once a week service is agreed upon.
- B. When necessary to suspend operations due to severe inclement weather.
- C. When necessary to suspend service because of non-payment.

No collections will be made on legal holidays that the Montgomery County Transfer Station is closed. B & B Refuse, Inc. will not pickup on the following holidays: Christmas, New Years, Thanksgiving, Memorial Day, Labor Day, Martin Luther Kings Birthday and The Fourth Of July.

No make-up collections will be made for holidays or severe weather, or for nonpayment. No credits will be given for no pickup on holidays, severe weather, vacations, or for nonpayment. After a heavy snowfall or icing; a path to the containers must be cleared for the collectors, or the trash is to be placed at the curb.

2. **Point and Quantity of Collection:**

To ensure positive service on scheduled pickup days, have your trash set out by **the night before or no later than 6:30AM the day of pickup**. Collectors will not return for any trash that is not out when the truck first goes by. Credits or makeup collection will not be given to those customers who fail to get their trash out in time.

A. Curbside once a week - once a week service for one household with an unlimited amount of daily household trash placed out at the end of the driveway by the road.

B. Curbside twice a week - twice a week service for one household with an unlimited amount of daily household trash placed out at the end of the driveway by the road.

C. Backdoor once a week - once a week service for one household with an unlimited amount of daily household trash placed at an approved location other than the end of the driveway. .

D. Backdoor twice a week- twice a week service for one household with an unlimited amount of daily household trash placed at an approved location other than the end of the driveway. .

**Those customers with once a week service** - If a holiday (listed above) or severe weather falls on your pickup day a make-up day will be provided. The office must be called to find out what day it is. Makeup day information is also provided on our after hours tape machine the day of the holiday or severe weather.

3. **Types of Containers:**

All containers are to be water tight and equipped with a tight fitting lid and handles, capacity not to exceed 33 gallons. No collector will attempt to lift any can that has filled with rainwater. If containers are not being used be sure to place trash out in sturdy plastic trash bags. Residents who use a can larger than 33 gallons must bag the trash before placing into the container.

A ninety gallon tote can will be provided upon request for an additional rental fee per month. This can is to be placed at the curb. Household trash only is to be placed in the can. Trash must be in plastic bags. No collector will attempt to remove loose trash from the tote can.

4. **Refuse Acceptable For Collection:**

A. Household trash: waste accumulated from ordinary daily household operations

B. Ashes: All types of ashes provided they are bagged in plastic bag and placed curbside

C. Broken Glass: For the safety of our collectors please have glass in a paper bag or box separated from the other trash and marked "broken glass"

**Recycling**— Montgomery County is in charge of the recycling programs. Their phone number is 240-777-0311. Stacks of newspapers, cardboard, yard waste in paper bags, and recycling bins, bags or items at the curb will be left to be recycled. Household trash mixed with yard waste and recyclables will be left if placed out. Do not place recyclables along side of your trash. If your recycling day and trash day are the same; customers should separate trash from the recycling .

**Items not collected at any time:** Poisons, recycling materials, rocks, dirt, sand, acids, caustics, paint, oil, gasoline, tires, or any volatile materials, explosives, ammunition, human and animal fecal matter, and dead animals

Print name \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_



5. **Items Not Acceptable For Regular Collection:**

All yard waste, household trash mixed with items not acceptable for collection, grass, leaves, tree trimmings, tree stumps, fruits, nuts, or berries from trees or bushes, metal, sheet rock, garden trimmings, Christmas trees, sawdust, furniture, rugs, beds, mattresses, bedsprings, or frames, large toys, bicycle, sewing machines, swing sets, tree or tree limbs, trash from another household, any large appliance, grill, rocks, dirt, sod, or parts of motor vehicles, tires, wood, iron, building or remodeling materials, including tile, or commercial trash. The office reserves the right to decide denial of picking up of items that are questionable.

**Special pickup** of items not acceptable for collection may be made on request for an additional charge. If B & B Refuse, Inc. cannot perform the special we will refer you to someone that can.

6. **Claims for Losses or Damages:**

B & B Refuse, Inc. will not be responsible for any items not intended for collection which are placed in, adjacent to, or near refuse containers and are removed by collectors. Any claims for losses or damages must be submitted in writing within 24 hours with some substantial proof, to B & B Refuse, Inc.

**B & B Refuse, Inc. will not be responsible for any containers or lids.**

7. **Billing:**

Customers will be billed every three months, payable in advance. If payment is not received within thirty days a late fee of \$5.00 will be charged to the account. Payments not received within 40 days will result in a suspension of service. The balance owed plus a reactivation fee of \$5.00 and late fee of \$5.00 must be paid prior to the restart of the service. Payments are sent to P.O. Box 7875 Gaithersburg, MD 20898-7875 There will be a \$39.00 fee for all checks that are returned not paid. If your account has been overpaid, no refund will be issued. The credit will go towards the next billing cycle. These policies are strictly enforced.

**Your household is included in Sub district B of the county's solid waste collection and disposal district.** Except for the collection service provided by our company, you pay for all solid waste services with your tax bill. Our costs to you reflect that the county does not charge our trucks a disposal fee. We are required by the county to assure you that our billing costs to you do not include any disposal fees.

8. **Termination of Services:**

The customer must give B & B Refuse, Inc. either by fax or E-mail in writing 30 days notification prior to the date of cancellation to terminate the service. Payment for service rendered before termination must be made within 10 days after service has been stopped.

**Non-payment** for service is not a way to terminate the account. All customers who call and cancel service will receive a cancellation number verifying the call and send in letter of cancellation prior to Cancellation date by mail or e-mail Customers who do not call or do not have a cancellation number will be subject to paying all fees for services rendered.

9.) **Refunds:**

Refunds will only be made to those customers moving with a forwarding address. Requests for refund must be made in writing. No refunds will be issued to anyone wishing to cancel service that is already paid for. Instead, all service due will be rendered.

10.) **Vacations:**

B & B Refuse, Inc. does not issue credit or refunds for vacations.

11.) **Missed Collection:**

Customers who report any miss to the office must leave trash out until contacted by B & B Refuse, Inc. Customers may use the following amounts to compute deductions from service bills for service not provided (excluding holidays and service suspensions due to inclement weather, or non-payment) provided that the office is notified by the customer within 24 hours and it is determinate a legitimate miss has occurred and alternate service is not provided. See below.

A. A miss has occurred only if trash acceptable for collection (see #4) has been left after all requirements for time, point of collection, and quantity, (see #2) has been followed.

B. Service not provided for non-payment is not considered a miss.

C. **Deductions:** Deductions on bills by customers will be allowed only by **approval of office**, after a miss has been confirmed. An unauthorized deduction could result in suspension of service until the deduction is paid.

To get the price of one pickup please use the following formula:

Once a week service: Amount of monthly fee x's 12 months divided by 52 weeks = price for one pickup.

Twice a week service: Amount of monthly fee x's 12 months divided by 104 pickups = price for one pickup.

12.) **General:**

B & B Refuse, Inc. thanks you for the privilege of servicing you. We trust our association with you will be a long and pleasant one.

Print name \_\_\_\_\_ Sign \_\_\_\_\_ Date \_\_\_\_\_

**B & B Refuse, Inc. Management**

