

Terms and Conditions

Collections

1. The collection address must be within St Helens Council Borough.
2. This is a service for domestic residential properties only.
3. Charges are:
Standard Collection - £24.00 for 3 items + max of 1 additional item (£7.75 per additional items)
White Goods - £16.50 per item (max of 2 items per appointment)
4. Items must be presented for collection at ground level in front garden, back garden or on driveway from 6:30am on the collection day.
5. We do not collect items from inside houses/garages/sheds/greenhouses etc.
6. Items collected from flats/apartments must be left outside the bin store.
7. Items must be easily accessible, and access must not be impeded by parked cars/locked gates or other obstructions.
8. You are responsible for moving items to the agreed locations outlined above no more than 24 hours before the scheduled collection.
9. Items must be kept dry and covered where possible. Operatives may refuse to collect items that cannot be lifted.
10. Items should not exceed 6ft x 4ft.
11. Items such as heavy settees that cannot be lifted by 2 people will need to be dismantled into manageable pieces.
12. Items below that are either ripped, damaged or torn must be securely covered in disposable plastic sheeting or the damaged area fully taped to allow us to safely remove your bulky item. Recent legislation from the Environment Agency on the disposal of these types of items requires us to collect these items differently due to the risk of Persistent Organic Pollutants (POPs).

Sofas and Settees

Sofa beds

Armchairs

Dining room chairs

Stools and foot stools

Home office chairs

If you are uncertain whether an item may contain POPs, please securely cover any damage to the item and present it for collection separately. **For more information visit:** [Identify and classify waste containing persistent organic pollutants \(POPs\) - GOV.UK](https://www.gov.uk/guidance/identify-and-classify-waste-containing-persistent-organic-pollutants-pops) (www.gov.uk)

Cancellations/Amendments

1. You can cancel your bulky rubbish collection via the email confirmation you received at the time of booking. Refunds will be given where cancellations are made no less than 2 full working days before collection.
2. In some instances, the following details will be required to process your refund: name on card, last 4 digits and expiry date.

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3. Amendments can be made up to 2 full working days before scheduled collection.

Missed Collections

1. Missed collections are rare. If bulky items are not collected it may be because:
 - Payment has not been received for additional items left for collection.
 - It is not safe to collect item because they are too wet and heavy to handle.
 - Items are inaccessible.
 - Items have been made available after collections have taken place.

We will not return or provide refunds if collections are missed as a result of customer action, including those outlined above. You can find collection updates on our website - <https://www.sthelens.gov.uk/collectionupdates>.