LEEDS WOOD RECYCLING COLLECTIONS TERMS & CONDITIONS

FEES

Collections are charged at £21+VAT (£25.20) per cubic yard. Number of cubic yards is agreed at the point of collection and confirmed by signature of waste transfer note.

The minimum call out charge is determined by distance from LS11 9RT
0–10 miles — 4 cubic yard minimum — £84 + VAT
11–20 miles — 6 cubic yard minimum — £126 + VAT
21+ miles — 8 cubic yard minimum — £168 + VAT

PAYMENT, INVOICING AND PAYMENT TERMS

Payment is due at collection via card or cash. If no one is present to make payment, pre-payment will be required (this will be arranged at booking).

To pay via invoice with 30-day credit terms, you must apply for and receive approval for a credit account from LWR. For further information please contact finance@leedswood.co.uk

If you fail to pay any amount when due Leeds Wood Recycling may suspend your access to our services and late payment fees, in line with the Bank of England base rate, may be applied to your account.

CANCELLATIONS

All cancellation requests must be made in writing via email to **collections@leedswood.co.uk** at least two working days before the scheduled collection. Cancellation requests received after this time may be subject to a cancellation fee (0-20 miles £84+VAT / 20+ miles £126+VAT).

RESCHEDULING

All rescheduling requests must be made in writing via email to **collections@leedswood.co.uk** at least two working days before the scheduled collection (though ideally much sooner). Rescheduling requests made after this may be treated as a cancellation and subject to a cancellation fee (0-20 miles £84+VAT / 20+ miles £126+VAT).

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WASTED JOURNEYS

If we cannot complete a scheduled collection due to health and safety or access factors, you will be liable for a wasted journey fee (0-20 miles £84+VAT / 20+ miles £126+VAT). The following factors may result in a wasted journey:

- There is no safe parking within 20m of the wood waste.
- There is no safe pedestrian access between parking location and wood waste. (Access must be free from hazards such as rubble or other waste on the ground, sharp objects, low-hanging objects etc. Access must be wide enough and level enough to safely carry wood between the waste location and the parking location - no climbing or steep steps, no narrow squeeze gaps).
- There is something blocking safe access to the wood waste e.g. a vehicle, skip, locked gate, fence or another waste pile.
- The wood waste is not segregated from other waste. (Nails, screws and small metal fixtures and fittings are fine. Glass, roof felt and fabric must be removed from wood prior to collection. There must be no rubble / plastic / glass / cardboard / metal / general waste mixed with the pile of wood waste).
- The wood waste is stored in a skip rather than at ground level.
- There is nobody at your premises to authorise collection of the wood waste and sign the waste transfer note (collection without someone on site can be arranged if required but this must be pre-authorised by a Leeds Wood Recycling Manager).
- Our staff experience verbal or physical abuse whilst at your premises.
- There is no waste wood to collect.
- There is evidence of hazardous contamination of the wood waste (e.g. asbestos, pests, chemical or biological substances).
- The wood waste is stacked such that it makes it unsafe to move it (e.g. stacked above head height, other waste stacked on top of wood, risk of crushing injury, requirement to climb on wood pile).
- The wood is too heavy or large (must be possible for 2 people to lift and must fit on our vehicle max. length 4m and max. width 2m).
- The wood waste falls into a category not accepted by LWR:
  - Green wood waste e.g. tree trunks/branches/stumps
  - Wood treated with creosote or bitumen

This list is not exhaustive - a wasted journey fee will apply if our team consider it unsafe to complete a collection for any reason.