



# Athens-Hocking Recycling Centers, Inc.

(740) 594-5312 [www.athenshockingrecycle.org](http://www.athenshockingrecycle.org) PO Box 2607 - Athens, OH 45701

## Terms of Service

### Special Haul / Extra Material

Any material or large items that are set out for collection above and beyond the normal service level will incur a fee of \$20.00 for up to 4 cubic yards, and \$5.00 for each additional cubic yard thereafter.

### Pickup Schedules

AHRC requires customers to have their containers at curbside before 6:00 AM on the day of scheduled pickup (or set out the night before).

### Weather Related Issues

AHRC aims to keep our drivers and crew as safe as possible. During winter if conditions exist where AHRC trucks cannot safely travel on some routes, said routes will be picked up as when road conditions improve. Service may be delayed by up to one week or more. If conditions persist beyond two weeks, AHRC will provide pro-rated refund to your account for time not serviced. During times of delays, customers will not be charged for extra bags if delay goes beyond three days.

### AHRC Refuse, Cardboard, and Recycling Containers

If lids exist on containers, lids must be closed to prevent debris from blowing out and prevent snow building up in containers. AHRC is not responsible for material frozen in bottom of container due to snow/ice build up stemming from non-use of container lids. All containers provided to commercial customers by AHRC are owned and maintained by AHRC. In case of theft or damage caused by parties other than customer, AHRC will replace residential containers once (1). Additional replacements will incur a replacement fee.

## Billing Options

1. Online with a debit card, credit card or check (via your emailed invoice only).
2. Call into the office and ask for Tina or Shelby we can do it over the phone.  
(We **DO NOT** keep your personal information on file).
3. By mail (check, money order or cashier's check)
4. In person at our office.

## Cancelation, Termination, & Refund Policy

For cancelation of service please notify AHRC by phone, email, or postal service. Refunds will be issued to customers for full months only Example: If customer is moving and paid for the entire year, remainder of year (each full month) will be returned.

If past due amount for service rendered exceed 31 days, a fee off \$5.00 per month for every month late will be charged.

Two billing cycles late will result in termination of service.

I (Customer Signature) \_\_\_\_\_

(print) \_\_\_\_\_ have read and understand the terms of service as written above.

Date: \_\_\_\_\_

Please sign and date this form and return to AHRC within 30 days of service start date via; [athenshockingcenters@ymail.com](mailto:athenshockingcenters@ymail.com), PO Box 2607, Athens Ohio 45701, drop off at AHRC's office at 5991 Industrial Drive, Athens, Ohio 45701.