

# Terms & Conditions

Sinclair's Sanitation Solutions

Effective Date: 11/03/2025

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

Phone: (803) 320-8481

## 1. Service Overview

Sinclair's Sanitation Solutions ("we," "our," or "us") provides professional trash and recycling bin cleaning services to residential and commercial customers ("you," "your"). By scheduling or purchasing a service, you agree to these Terms & Conditions.

## 2. Scheduling & Access

- Customers must ensure bins are curbside and empty on the day of cleaning.
- If bins are not accessible, full payment will still apply and cleaning may be rescheduled.
- We will notify you of your scheduled cleaning day via email, text, or phone.
- Service may be rescheduled due to weather, holidays, or mechanical issues.

## 3. Payment Terms

- Payment is due at the time of booking unless otherwise agreed.
- Accepted payment methods include credit/debit card through online payment on our website.
- All payments are processed securely through Stripe, our trusted third-party payment processor.

- Stripe handles all payment data in compliance with PCI-DSS security standards. We do not store your full credit card details on our servers.
- Recurring services (monthly, quarterly) are automatically billed at the chosen interval on the first of the month.
- Late or failed payments may result in service suspension.

## 4. Service Satisfaction

We guarantee a high-quality cleaning service. If you are not satisfied, please contact us within 24 hours of service. We will assess the issue and, if appropriate, provide a re-cleaning or partial refund.

## 5. Health & Safety

- Bins must be free of hazardous materials (paint, oil, animal waste, chemicals, etc.).
- We reserve the right to refuse service if bins contain dangerous or excessive materials.
- Our cleaning process uses eco-friendly and biodegradable products whenever possible.

## 6. Cancellations & Refunds

- Single-service cancellations must be made at least 24 hours in advance for a full refund.
- Recurring subscriptions may be cancelled after the 3 minimum visit requirement.

## 7. Liability

We are not liable for pre-existing damage to bins or property. While we take care to prevent any damage, you agree that normal wear and tear or loose parts are not our responsibility.

We are fully insured and adhere to all safety and sanitation regulations.

## **8. Weather & Service Delays**

In cases of severe weather, equipment malfunction, or unforeseen circumstances, we may reschedule your cleaning. Customers will be notified promptly, and the service will be completed as soon as possible.

## **9. Privacy Policy**

Your personal information will be used solely for scheduling, billing, and service communications. We do not sell your information to third parties.

## **10. Changes to Terms**

We reserve the right to modify these Terms & Conditions at any time. Updated terms will be posted on our website with a revised effective date.

## **11. Contact Information**

For questions or concerns regarding these Terms & Conditions, please contact:

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803-320-8481

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