

734-48-TRASH

THE ORIGINAL

**DUNCAN
DUNCAN
DISPOSAL**

GETDUNCAN.COM

***NEW CUSTOMER
WELCOME INFO***

THANK YOU FOR CHOOSING DUNCAN DISPOSAL FOR YOUR TRASH AND RECYCLING COLLECTION! WE ARE A LOCALLY OWNED AND OPERATED FAMILY BUSINESS AND EVERY CUSTOMER IS TRULY VALUED. WE GREATLY APPRECIATE YOUR BUSINESS AND SUPPORT! IF THERE IS ANYTHING WE CAN DO FOR YOU PLEASE DO NOT HESITATE TO ASK!

THANK YOU,
RANDY DUNCAN

WE WOULD LOVE TO TALK TO YOU BUT OUR GOAL IS TO HAVE YOU NEVER HAVE TO WORRY ABOUT TRASH PICK UP AGAIN - THAT MEANS NO MORE CALLING IN MISSED STOPS, DEALING WITH BILLING ERRORS, ETC... BUT JUST IN CASE...

WEBSITE: WWW.GETDUNCAN.COM

EMAIL: OFFICE@GETDUNCAN.COM

PHONE: 734-488-7274

FACEBOOK:

PICK UP INFO

- YOUR PICK UP DAY WILL BE EMAILED TO YOU OR GIVEN TO YOU OVER THE PHONE WHEN YOU SIGN UP
- PLEASE HAVE YOUR MATERIAL SET OUT BY 6:00 AM ON YOUR COLLECTION DAY
- PICK UP TIMES MAY VARY FROM IN TIMING ESPECIALLY AS WE GROW OUR ROUTES
- CHECK OUT GETDUNCAN.COM AND OUR FACEBOOK FOR OUR HOLIDAY SCHEDULE
- PLEASE SET YOUR CARTS OUT WHERE YOU WOULD LIKE THEM TO BE RETURNED

DID YOU KNOW?

YOU CAN SIGN UP FOR AN EMAIL SERVICE PROVIDED BY DUNCAN DISPOSAL THAT WILL EMAIL YOU -

- THE NIGHT BEFORE YOUR PICK UP TO REMIND YOU TO SET OUT YOUR MATERIAL
- AFTER YOUR TRASH HAS BEEN PICKED UP TO CONFIRM COLLECTION HAS BEEN MADE

ALL FOR NO EXTRA COST!

BILLING INFO

- YOU WILL RECEIVE YOUR FIRST BILL VIA EMAIL ON THE DAY OF YOUR FIRST PICK UP
- YOU ARE BILLED QUARTERLY, SO EACH BILL WILL REFLECT 3 MONTHS OF SERVICE
- YOU CAN PAY DIRECTLY OFF THE EMAIL WITH CREDIT CARD OR ACH
- WHEN YOU PAY ONLINE YOU CAN SET UP AUTO PAY SO YOU CAN REALLY NOT HAVE TO THINK ABOUT TRASH PICK UP ANYMORE!

PAPERLESS BILLING

WE HAVE WITNESSED FIRST HAND HOW MUCH WASTE A RECYCLING COMPANY GENERATES IN THEIR BILLING, ROUTING, PAYMENT PROCESSING AND COLLECTION PRACTICES. IT SEEMS PRETTY COUNTERPRODUCTIVE TO DO ALL THAT RECYCLING JUST TO BURN VALUABLE RESOURCES IN THE PROCESS.

DUNCAN ENCOURAGES YOU TO TAKE ADVANTAGE OF OUR ONLINE BILLING AND ONLINE BILL PAY FUNCTIONS. IF YOU REQUIRE MAILING IN A CHECK YOU CAN MAIL IT TO—
PO BOX 518, SOUTH LYON, MI 48178

BULK ITEM INFO

IF YOU HAVE A LARGE ITEM DUNCAN DISPOSAL CAN HELP YOU OUT IN MOST CASES. THERE ARE ADDITIONAL CHARGES WHICH APPLY WHICH CAN BE FOUND AT GETDUNCAN.COM/BULK-ITEM-INFO. THERE IS NO NEED TO CALL AHEAD, WE WILL GET THE ITEM(S) REMOVED AND THE CHARGE WILL BE ON YOUR NEXT BILL . WE ASK THAT ITEMS BE BROKEN DOWN INTO PIECES SMALLER THAN 5 FEET IN LENGTH AND LESS THAN 80LBS TO PROTECT OUR CREWS AND TRUCKS.

TIPS TO SAVE

REUSE BULK ITEMS

- BEFORE THROWING YOUR ITEM AWAY SEE IF IT CAN BE DONATED OR GIVEN AWAY

RECYCLE BULK ITEMS

- IF YOU SET A LARGE ITEM OUT A DAY EARLY METAL RECYCLERS WILL MOST LIKELY PICK IT UP BEFORE WE GET THERE
- WHEN YOU BUY A NEW APPLIANCE THE DELIVERY CREW WILL USUALLY TAKE YOUR OLD APPLIANCE AWAY

RECYCLING INFO

DUNCAN DISPOSAL HAS ALWAYS TRIED TO MAKE RECYCLING BOTH AFFORDABLE AND CONVENIENT. WE COLLECT RECYCLING EVERY WEEK AND ALL THE MATERIALS THAT WE COLLECT ARE KEPT SEPARATED FROM THE TRASH AND DELIVERED TO A MATERIALS RECOVERY FACILITY WHERE IT IS SEPARATED THEN TRANSPORTED TO THE PLANT THAT THEN TRANSFORMS THE MATERIAL INTO NEW PRODUCTS. WE KNOW HOW MUCH EFFORT YOU SPEND TO SEPARATE YOUR RECYCLING FROM THE TRASH—

WITH DUNCAN WE NEVER LET THAT EFFORT GO TO WASTE!

NAUGHTY LIST

ITEMS THAT CAN NOT BE RECYCLED AT THE MATERIALS RECOVERY FACILITY

- PLASTIC BAGS
- BATTERIES
- FOOD
- LIQUIDS
- WIRE HANGERS
- STYROFOAM/FOAM CONTAINERS
- NEEDLES/SYRINGES
- CLOTHING
- GLASS THAT IS NOT IN BOTTLE FORM
- PLASTICS NOT MARKED #1-#7

HELP SAVE THE PLANET WITH THE SUPER SIX

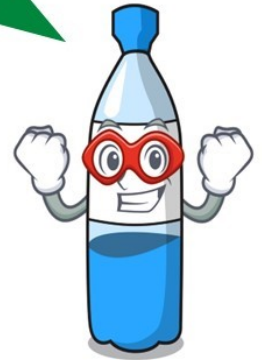


“THE CAN MAN”

Metal, tin and aluminum cans

“PLASTICO”

Plastics that are labeled #1-#7



“THE GLASS CRUSHER”

Clear, green, and brown glass in bottle form

“DR. CARTON”

Non-waxy drink cartons



“THE INCREDIBLE CARDBOARD”

Boxboard, boxes, corrugated cardboard

“PAPER BOY”

Newspaper, junk mail, office paper



“RECYCLING KRYPTONITE” NOT ACCEPTED ITEMS

- Plastic bags
- Food
- Clothes
- Liquids
- Foam
- Wire hangers
- Batteries
- Needles
- Yard Waste

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YARD WASTE

- YARD WASTE IS OFFERED THE FIRST WEEK IN APRIL THRU THE LAST WEEK IN NOVEMBER TO THOSE WHO NEED IT
- YARD WASTE INCLUDES BULK LEAVES, GRASS CLIPPINGS, BRUSH, WEEDS AND LOGS UNDER 2 INCHES IN DIAMETER
- PER STATE LAW ALL YARD WASTE MUST BE COLLECTED SEPARATE FROM THE TRASH AND DUMPED AT A COMPOST FACILITY.
- ADDITIONAL CHARGES APPLY
- SEE OUR WEBSITE FOR MORE INFO

PREPARING YW

- LOOSE YARD WASTE MUST BE SET OUT IN COMPOSTABLE PAPER BAGS OR IN GARBAGE CANS
- THE COMPOSTABLE PLASTIC BAGS ARE NOT ACCEPTED
- PLEASE BUNDLE BRANCHES AND OTHER LONG ITEMS INTO BUNDLES THAT ARE LESS THAN 4 FEET IN LENGTH AND LESS THAN 20 POUNDS
- COMPOST BAGS WITH WET BOTTOMS RIP OPEN AND CAUSE A MESS— PLEASE TRY TO KEEP THE BAGS DRY!

STAY UP TO DATE

- GET INFORMED ON HOLIDAY SCHEDULES AND SPECIAL ANNOUNCEMENTS ON FACEBOOK—BE SURE TO LIKE US!
- VISIT GETDUNCAN.COM TO READ BLOGS THAT CAN HELP YOU BE A BETTER STEWARD OF OUR PLANET
- FIND GREAT RESOURCES ON WHAT YOU CAN DO TO REDUCE YOU AND YOUR COMMUNITIES CARBON FOOTPRINT.
- CHECK US OUT ON INSTAGRAM FOR SOME COOL PICS OF THE WORLD OF WASTE

REFER A FRIEND

RECEIVE A FREE MONTH WHEN SOMEONE YOU REFER SIGNS UP FOR SERVICE AND MENTIONS YOUR NAME IN THE COMMENTS SECTION WHILE SIGNING UP

INFLUENCER

RECEIVE A \$5.00 CREDIT BY GIVING US A 5 STAR REVIEW ON FACEBOOK AND GIVING US A 5 STAR REVIEW ON GOOGLE. SIMPLY EMAIL US THE SCREEN SHOTS AND WE WILL APPLY THE CREDIT ON YOUR NEXT BILL!

TERMS OF SERVICE

- Duncan Disposal can only collect material that is curbside we can't go into houses or garages
- Invoices unpaid after 60 days will incur a \$5 late charge
- Please make sure that any items you do not want thrown away is not set out on the curb during trash day
- Duncan Disposal does give refunds sometimes they can take up to 60 days to process
- Duncan Disposal is not responsible for damage done to low hanging wires or branches or damage to roadways that occur during the normal course of business
- Duncan Disposal is renting the cart and/or bin to you - it will be picked up when service is terminated. If the cart/bin is not recovered a charge of \$100 per cart and \$20 per bin will be applied.
- Duncan Disposal can not accept hazardous waste
- Duncan Disposal has the option to delay services if conditions are deemed unsafe such as natural disasters, icy conditions, etc