

easySkip Customer Terms and Conditions

1. These Terms

1.1. What These Terms Cover

These are our terms and conditions on which we supply our services to you as a Customer.

1.2. Why You Should Read These Terms

Please read these Terms carefully before you place an order with easySkip Hire Ltd t/a easySkip. These Terms explain who we are, the services we provide, how the contract is formed, and what to do if there is a problem.

1.3. Definitions

- **easySkip/We/Us/Our:** Refers to easySkip Hire Ltd t/a easySkip.
- **Customer/You:** An individual or business hiring a skip.
- **Hire Request:** All transactions are classed as a request until an email has been sent by easySkip confirming the hire this then becomes a Booking.
- **Booking:** Acceptance of your order by easySkip.
- **Price:** The single price shown to you by easySkip for your specified postcode area.
- **Services:** The skip hire broker services provided by easySkip.
- **Working Days:** Monday to Friday, excluding Bank Holidays and Public Holidays in England and Wales.
- **Working Hours:** 08:00 to 17:00 (5:00 PM) on Working Days (UK Local Time).
- **Terms:** These terms and conditions.

2. Information About and How to Contact easySkip

2.1. Who We Are

We are easySkip Hire Ltd, a private limited company registered in England and Wales.

- Company number: 16371817
- Registered office: Silverstream House, 45 Fitzroy Street, 4th Floor, London, W1T 6EB, United Kingdom

2.2. How to Contact Us

- Email: info@easySkip.uk
- Phone: +442045723628
- Post: Silverstream House, 45 Fitzroy Street, 4th Floor, London, W1T 6EB

3. Our Role (Broker & Merchant)

easySkip operates as both broker and merchant of record, arranging skip hire services through approved suppliers. We directly invoice customers and remain your primary contact for billing, payments, and queries.

4. Payment Terms

4.1. Full payment is required at booking. easySkip will directly issue invoices and receipts. Billing inquiries and disputes must be directed to easySkip. Unjustified chargebacks or payment disputes will incur administrative fees starting from £25 + VAT.

4.2. Card on File and Additional Charges: By placing a hire request, you authorise easySkip to store your payment method securely via Stripe, our payment processor. easySkip reserves the right to charge your payment method for any additional charges that arise, including but not limited to overfilled skips, disposal of prohibited items, extended hire periods, wasted journeys, and other relevant surcharges outlined in Section 6. You will be notified of any additional charges via email, and photographic or documentary evidence will be provided where appropriate.

4.3. Payment Processor & Refunds: All payments are processed securely via Stripe, our third-party payment service provider. Refunds, where applicable under these Terms, will be issued to the original payment method within 5-10 working days, subject to Stripe's processing timelines. Refunds are governed by our Cancellation Policy in Section 7 and by our rights to withhold refunds in accordance with Section 16.

4.4. Pre-authorisation on All Bookings: For all bookings, a pre-authorisation hold is placed on your card via Stripe at the time of placing your order. This hold secures the funds but does not constitute a completed payment. Your order will only be confirmed once reviewed and accepted by a sales agent, at which point the pre-authorised amount will be captured. If your order cannot be fulfilled, the pre-authorisation will be released in accordance with your bank's policies.

5. Supplier Standards

easySkip commits to vetting suppliers, verifying their compliance with relevant laws and operational standards. However, suppliers remain independent entities; easySkip is not directly liable for suppliers' compliance breaches.

6. Prices & Charges

- **Standard Hire Period:** The dates defined in your booking confirmation email. Extensions are subject to availability and will incur additional fees starting from £15 + VAT per day.
- **Overfilled skips:** Minimum surcharge £50 + VAT.
- **Prohibited items:** Minimum surcharge £100 + VAT. Hazardous waste charges from £250 + VAT.
- **Wasted Journeys:** Charges are calculated based on the specific Supplier's abortive fee plus easySkip administrative costs. Minimum Charge: £40 + VAT per attempt. Variable Charge: The Customer acknowledges that wasted journey fees vary by region and vehicle type. In the event of a wasted journey (e.g., inaccessible site, overloaded skip, or refusal of delivery/collection), the Customer is liable for the full cost incurred by the Supplier, which may exceed the minimum charge.

Prices exclude VAT unless stated otherwise.

Safe Loading & Level Loads:

- All skips must be loaded only to a "Level Load" (filled no higher than the top rim of the skip).
- The use of boards, doors, or other materials to increase the height of the skip walls ("greedy boards") is strictly prohibited.

- Suppliers reserve the right to refuse collection of unsafe or overfilled skips. In such cases, a Wasted Journey charge will apply, and the Customer must remove the excess waste before a new collection is scheduled.

All prices are subject to change without prior notice; however, prices quoted at the time of booking are fixed for that transaction.

7. Cancellation and Amendments Policy

7.1 Administrative Fee: All cancellations and changes, regardless of the notice period provided, are subject to a strictly non-refundable administrative fee of £20 + VAT to cover processing and banking costs.

7.2 Late Cancellation (Non-Refundable): Cancellations received by easySkip after 12:00 PM (midday) on the Working Day preceding the scheduled delivery date are strictly non-refundable. The Customer remains liable for 100% of the Booking Price.

7.3 Same-Day Cancellations & Wasted Journeys: If a cancellation is made on the scheduled delivery date, or if the delivery vehicle is turned away upon arrival (e.g., due to access issues or customer refusal), the Customer will be liable for: 1. 100% of the Booking Price (as per clause 7.2); PLUS 2. A separate Wasted Journey Charge (minimum £40 + VAT, or the Supplier's specific abortive fee, whichever is higher).

Permit fees are non-refundable.

Requests to amend a scheduled collection date must be received by easySkip no later than 12:00 PM (midday) on the Working Day prior to the scheduled collection. Requests received after this cut-off time, or on non-Working Days, will not be processed until the following Working Day and may incur a Wasted Journey charge if the Supplier has already been routed. Automated email prompts sent by easySkip regarding booking status do not override this amendment deadline. It is the Customer's responsibility to ensure change requests are confirmed by an agent.

8. Customer Responsibilities

- Disclose site restrictions and access issues upon booking. Failure to do so resulting in wasted journeys incurs minimum charges of £40 + VAT.
- Obtain required permits and comply with local council requirements for skips placed on public highways.
- Ensure compliance with Health & Safety regulations. easySkip accepts no liability for misuse or unsafe use of skips.
- Indemnify easySkip against any liabilities arising from breach of these terms, misuse of skips, or disposal of prohibited items.
- **Custody of Equipment:** The Customer is responsible for the safekeeping of the skip from the point of delivery until collection. The Customer shall reimburse easySkip for any loss, theft, or damage to the skip (including damage caused by fire, vandalism, or machinery) while it is in their possession.

9. Liability

- easySkip is not liable for indirect, incidental, or consequential losses (e.g., loss of profit or business disruption).
- Maximum liability is capped at the booking fee paid.

- easySkip accepts no liability for damage to public or private surfaces (including but not limited to driveways, pavements, grass, or tarmac) caused by skip placement or collection. Customers requesting placement on such surfaces do so at their own risk; a waiver may be required.
- easySkip is not responsible for delays caused by third-party suppliers, adverse weather, or other force majeure events.
- Skip collections may be delayed by up to 5 working days due to factors such as supplier availability, weather conditions, access issues, or other operational constraints. We will notify you of delays where possible, but easySkip accepts no liability for such delays.

Any dates quoted for delivery or collection are estimates only. easySkip shall not be liable for any failure to meet such dates due to system errors, administrative delays, or Supplier scheduling constraints.

10. Evidence and Documentation

easySkip and suppliers may photograph skips upon delivery and collection. These photographs serve as evidence in disputes. Waste Transfer Notes (WTNs) will be provided; replacements cost £15 + VAT.

11. Insurance

easySkip provides no insurance coverage. Customers should ensure adequate insurance for their property and skip contents.

12. Environmental Compliance

Customers must not dispose of hazardous or environmentally harmful materials. Violations may result in substantial penalties and legal action.

13. Electronic Communications

- Customers agree to electronic communication (email or SMS). easySkip's electronic records are valid proof of transactions.
- Customers agree that telephone calls may be recorded for training, quality assurance, and internal marketing purposes, and data may be retained in accordance with our Privacy Policy.

14. Minimum Age & Authority

Customers must be at least 18 years old and possess the legal capacity to book services. Business customers warrant they have authority to bind their company.

15. Reviews and Testimonials

easySkip may use customer reviews for promotional purposes unless explicitly requested otherwise.

16. Termination

easySkip reserves the right to terminate or refuse service for breach of terms, abusive behaviour, or legal violations. Refunds in such cases are at easySkip's sole discretion.

17. Amendments & Disputes

easySkip may amend these terms at any time. Customers should regularly review our terms online. Disputes will be resolved through negotiation first, and if unresolved, will fall under the jurisdiction of English courts. These terms are governed by English law. For business customers, any disputes arising under these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

18. Prohibited Waste Materials

Items prohibited include (but are not limited to): Fridges, freezers, tyres, paint, asbestos, gas bottles, clinical waste, electrical goods, mattresses, sofas, chairs, oil, petrol, diesel, hazardous waste, batteries, fluorescent tubes, plasterboard, animal waste, explosives, sharps, corrosive and toxic substances.

POPs Waste: Due to UK Environment Agency regulations, Waste Upholstered Domestic Seating (e.g., sofas, armchairs, beanbags, cushioned dining chairs) containing Persistent Organic Pollutants (POPs) must not be placed in general skips without prior declaration. Undeclared POPs items will incur significant surcharges (minimum £100 + VAT per item) to cover separation and specialist disposal costs.

19. Data Protection

easySkip processes your personal data in accordance with applicable data protection laws, including the UK GDPR. We store customer data, including call recordings and communications, for service improvement and marketing purposes. You may request access to or deletion of your data at any time by contacting info@easySkip.uk. For full details, please refer to our Privacy Policy.

20. Business Account Tiers and Rebates

20.1. Tier Structure

easySkip operates a performance-based Business Account programme consisting of three tiers. Tier placement is calculated based on completed skip orders within a rolling 12-month qualification period and is subject to continuous requalification:

- **Trade Tier:** 3 to 5 skips.
- **Trade+ Tier:** 6 to 10 skips.
- **Partner Tier:** 11 or more skips.

20.2. Rebate Terms & Mechanics

Customers qualifying for the entry-level Trade tier are not eligible for upfront discounts. Trade accounts will instead earn a 2% rebate on qualifying spend. The following terms apply to all rebate issuance:

- **Schedule:** Rebates are calculated and issued quarterly in arrears.
- **Minimum Threshold:** A minimum accrued rebate balance of £50 must be reached within the quarter for a payout or balance application to be processed. Balances below £50 will roll over to the subsequent quarter.
- **Payout Method:** Earned rebates are automatically applied to the Customer's easySkip account balance to be used against future bookings by default. Cash payouts can be arranged strictly upon explicit written request from the Customer.

20.3. Maximum Promotional Value

Across all Business Account tiers (Trade, Trade+, and Partner), the total combined value of any issued rebates, upfront discounts, or promotional pricing shall be capped at a maximum of 6% of the standard booking price.

By placing a hire request, customers explicitly accept and agree to all the above terms.