



## SERVICE SUBSCRIPTION POLICY

### Monthly Service Subscription

By purchasing a bi-weekly, monthly, bi-monthly, or quarterly subscription, you agree to an initial and recurring service subscription fee at the then-current service subscription rate, and you accept responsibility for all recurring charges until you cancel your subscription. You may cancel your subscription at any time, subject to the terms and conditions of our cancellation policy

Once you subscribe to one of our subscription services, N.E.E.W will automatically process your monthly fee on the first day of every month of your next billing cycle. N.E.E.W will continue to process your monthly fee each month at the then-current subscription rate or until your subscription is satisfied.

### Annual Service Subscription

By Purchasing an annual subscription, you agree to an initial prepayment for one full year of service. After one year and annually thereafter, you will be billed a recurring annual subscription renewal fee at the then-current annual subscription rate. We will notify you before the renewal fee is billed 30 days prior to your renewal date. You may cancel your annual subscription any time before the next annual billing cycle, subject to the terms and conditions of the cancellation policy.

### Consumer responsibility

By purchasing any service that N.E.E.W provides, it is understood that all services rendered are final. The cancellation of subscription services, and/or refund are subject to N.E.E.W terms and condition of our refund and cancellation policies. If your payment is returned or failed to process from your credit card provider or if your credit/debit card expires or is rejected, you agree to pay all amounts due upon demand. Following any such non-payment, we may require you to provide a second valid credit/debit card before we continue to service your location. You authorize us to charge outstanding fees and other amounts due us against any credit/debit card you have on file with us. We reserve the right to take all necessary steps to collect amounts due from you, including but not limited to legal action and/or using third party collection agencies. You agree to notify us about any billing problems or discrepancies within 30 days after they appear on your credit statement. If you do not bring them to our attention within 30 days, you agree to waive your rights to dispute such problems and discrepancies. We may modify price, content, or the nature of services rendered at any time, and at our sole discretion.

The consumer is responsible for all fees and charges incurred from nonpayment.

### Nonpayment fees

Declined Card Transaction: \$5.00 per occurrence

NSF: \$35.00

ACH: \$55.00

### \*A Note About Handling Hazardous/Biohazardous Waste

Cleaning services will occur the day after your scheduled garbage pickup day. It is the responsibility of consumers to make sure that residual non-hazardous/household waste material is bagged and contained to the best of their ability. Bins containing residual waste material that is potentially hazardous to our Eco Technicians such as human waste, feces/urine of any kind, and any other material determined to be a biohazard will be subject to a \$60.00 fee. At our discretion, New England Eco Wash reserves the right to refuse to service bins if our Eco Technicians determine that bins cannot be handled safely. In this circumstance, the regular service fee still applies. We will do our best to notify consumers if these circumstances apply.



## Cancellation & Refund Policy

To change or cancel your service subscription, please contact Customer Service. We do not accept cancellations by mail or email or by any other means other than calling Customer Service.

### **Bi-weekly, Monthly, Bi-monthly subscriptions**

When cancelling a monthly subscription, all future charges associated with future months of your subscription will be cancelled. You may notify us of your intent to cancel at any time; your cancellation will become effective at the end of your current billing period. You will not receive a refund; however, your subscription services and accompanying benefits will continue for the remainder of the current billing period.

### **Quarterly Subscriptions**

When cancelling a quarterly (3-month) subscription, all future charges associated with future quarters of your subscription will be cancelled. You may notify us of your intent to cancel at any time; your cancellation will become effective at the end of your current billing period. You will not receive a refund; however, your subscription services and accompanying benefits will continue for the remainder of the current billing period.

### **Semi-Annual Subscriptions**

If you cancel a 6-month subscription, your subscription and other subscriber benefits will end immediately upon your cancellation, and you will receive a refund prorated to the effective date of your cancellation.

If you cancel within the final 30 days of your 6-month service subscription, the cancellation will not take effect until the end of your current billing period. You will not receive a refund; however, your subscription services and accompanying benefits will continue for the remainder of the current billing period.

### **Annual Subscriptions**

If you cancel an annual subscription within the first 11 months of your service subscription, your service subscription and other benefits will end immediately upon your cancellation, and you will receive a refund prorated to the effective date of your cancellation. If you cancel within the final 30 days of your 12-month subscription, the cancellation will not take effect until the end of your current billing period. You will not receive a refund; however, your subscription services and accompanying subscriber benefits will continue for the remainder of the current billing period.

N.E.E.W. reserves the right to issue refunds or credits at our sole discretion. If we do issue a refund or credit, we are under no obligation to issue the same or similar refund in the future.

If you purchased your subscription through a third party, please refer to any terms and conditions provided to you in connection with purchase.