

RESIDENTIAL POLICIES AND CUSTOMER INFORMATION

Our Company: Tiger Sanitation Inc. is a Texas owned and operated company. We are located in San Antonio and provide solid waste services throughout Bexar and surrounding counties. We are a full service company offering residential, commercial and industrial disposal services.

Time: All trash and/or recycle **MUST be out by 7:00 AM** on your service day. If your trash is not out on time and we are able to send the driver back, a \$35.00 re-service fee will be charged to your account.

Holidays: Tiger Sanitation is closed on New Year's Day, Thanksgiving Day and Christmas Day. ***During holiday weeks, we run revised routes to ensure that all of customers receive service. Please log on to our website – www.tigersanitation.com for holiday scheduling information.***

Limit: One (1) 95 gallon Tiger trash bin plus up to two (2) 30 gallon personal trash cans **OR** the equivalent of four (4) 13 gallon trash bags. **(Tiger Sanitation is not responsible for lost or damaged personal containers.** Anything over this limit may be considered a bulk pick up and subject to additional fees. Please call our offices at 210-333-4287 for pricing information and to schedule a bulk pickup.

Restrictions: No batteries, used oil, anti-freeze, paint, tires or other hazardous materials are permitted. Please do not dispose of dirt, rock, sand or other heavy materials that may exceed the weight capacity of the cart. For the safety of our personnel, individual containers should not exceed 45 pounds each; brush and limbs should be tied in bundles of less than 35 lbs. and four (4') feet in length. There is no sharing of garbage service among neighbors allowed. Each house should have separate accounts.

Cart Responsibility:

- You are responsible for our carts while in your possession; if you're moving please call the office to schedule cart pickup. Please place cart in an accessible area for pickup. Because we do not charge a deposit, there is a \$75.00 charge **if the cart is NOT RETURNED.**
- Call our office for repair or replacement of a damaged cart (broken lids, wheels, or other wear and tear). You must have cart accessible for exchange. This can now be requested on our website by logging into your account.
- A police report must be made for stolen carts to be replaced at no charge. Carts that are stolen can be replaced for a \$75.00 fee if a police report is not filed.
- There is a \$25.00 replacement fee for 18 gallon recycle crates.

Vacation Credits: Tiger Sanitation can suspend your account during your extended vacation time. Please contact us at least one week prior to your vacation to arrange to have your service temporarily suspended. Vacation credit will not be issued for periods of less than 1 month or more than 3 months. Extended periods longer than three months may be considered on a case-by-case basis. Limit of 2 vacation holds per year.

Refer a Friend: You will receive a \$5.00 credit on your account for each new customer that you refer to us so tell your friends and family and remind them to tell us who referred them when signing up.

Payment Options:

- **Pay Online** - You can now pay online at www.tigersanitation.com. It is quick, easy, and secure. You will need your account number and password. By setting up your account, you will have direct and timely access to your account information.
- **Pay by Auto Draft** - Your bill can be automatically charged to your Visa, MasterCard, or Discover if we have a signed authorization form on file. To obtain an authorization form, please call our office or download one from our website.
- **Pay by Phone** - You can make a one-time payment over the phone by calling our Customer Service Department. A \$3.00 fee per transaction will apply.
- **Pay at Office** - You can make your payments in person by cash (must have exact change), check, or credit cards (Visa or MasterCard). A \$3.00 fee per transaction will apply. Please bring remittance portion of your bill when paying in person. We are located at 6315 Hwy. 87 East, San Antonio, Texas 78222.
- **Mail in checks or money orders** - You can mail check or money order payments to Tiger Sanitation at: PO BOX 200143 San Antonio, TX 78220. Please include the remittance portion of your bill and/or note your account number on the payment. **NOTICE:** When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. For inquiries, please call 210-333-4287.

***PLEASE NOTE – IT MAY TAKE UP TO TWO BUSINESS DAYS FOR YOUR PAYMENT TO POST TO YOUR ACCOUNT.**

Declined Credit Cards: A \$6.00 fee will be applied to your account and may result in suspension of services.

NSF (non-sufficient funds): A \$35.00 return check fee will be applied to your account and the case will be referred to the District Attorney's office if the amount owed is not promptly paid after notification. All future payments must be paid via money order or credit card.

Delinquent Accounts: Accounts that are past due more than 45 days from the invoice date will be automatically placed on STOP SERVICE. Your account must be paid in full in order to resume services. Once the payment is posted, service will resume on your next scheduled service day, (no exceptions). Reminder: it may take up to 2 business days to process a payment. If payment has not been received within 10 days after being placed on stop service; your account may be closed and referred to collections. If an account is closed due to non-payment, the customer must pay in full the balance due and a \$35.00 re-start fee to reinstate service. You must contact us to re-establish service.

Canceling Your Service: To permanently cancel your service, you must call our office at 210-333-4287 and speak with a representative.

Refund Policy: We do not provide refunds for partial quarters of service that have remained unused once you cancel your account with us. If you anticipate moving or otherwise canceling prior to the end of a quarterly billing period you can pay monthly instead of the entire quarter. Please call our office to make arrangements. Military personnel who receive orders to move or deploy will be given a refund upon request (a copy of the orders must be submitted).

Subject to Change: These policies are subject to change. For the most up to date information, please visit www.tigersanitation.com