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*Please note: This is a working document and is subject to change as needed by Renewal Composting, LLC as we grow and learn.*

*October, 2024.*

**Service Assistance Hours**

Customer Support is available M-F. For assistance, please email us at [renewalcomposting@gmail.com](mailto:renewalcomposting@gmail.com) or through our Form located on our website.

**Terms & Conditions**

By accessing any Platforms connected to Renewal Composting, LLC, you agree to be bound by our Terms & Conditions.

Service Descriptions:

1. Bucket Subscriptions Services: Weekly & Bi-Weekly Pick Up

These services include compost pickup in our 5 gallon buckets either on the weekly or bi-weekly schedule. By subscribing, you receive regular pickup from your designated area located in a visible spot near your front door on your designated schedule. Buckets must be located on ground level and easily accessible, and be clear of snow and other debris. Additionally, our composting buckets may not be located near trash or other recycling receptacles. Please have your bucket in its designated location no later than 10am on your scheduled pickup date. We strive to have your compost picked up no later than 6pm on your scheduled pickup day. Please be mindful that there may be times where circumstances are beyond our control such as inclement weather or other unforeseen circumstances. In the event this occurs we will create a Social Media notification and plan to pick up the next business day. If your scheduled pickup falls on a holiday, we will pick up the following day. We would also like to remind you that we are a small business who hopefully will take a vacation from time to time. In the event we do, we will notify you ahead of time via email and Social Media.

1. One-Time Pick Up Services:

This service includes a one-time pickup as agreed upon including plant materials such as leaves, mulch, and lawn trimmings of untreated lawns. Cost varies depending on the property where service is requested. Service may or may not be available due to limited compost sites at this time.

**To Utilize Our Services**

You will need to contact us in one of the following ways:

1. By email at [renewalcomposting@gmail.com](mailto:renewalocmposting@gmail.com)
2. Contact Us at [www.renewalcomposting.com](http://www.renewalcomposting.com)
3. By Phone at 269-248-1150

After offering up-to-date information including First and Last Name, Phone Number, Email, and Service Address we will verify whether your Service Address is within our Service Area. We will then proceed with a secured Payment Process through the provided email to finalize the setup to include a scheduled Bucket drop off day and your regularly scheduled pick up day.

Scheduled Route may be subject to change. As we have the new inflow of customers, we will evaluate routes as needed. By being open to this change, it allows Renewal Composting, LLC to be more efficient in our time and vehicle usage. If such change is required, we will provide ample time for notifications and reminders.

At this time you agree to the authorization of payment (recurring or one-time depending on selected service) from your chosen payment method. If a Subscription was a selected service, it will be billed in advance and is nonrefundable except as outlined within our Terms & Policies.

In the event of nonpayment/failed payment, we will attempt to contact you by email and phone, and attempt to reconnect your service(s). If service(s) are not reconnected within 72 hours, we will end our contract and pick up our bucket(s).

**Service Area**

At this time, our services are offered to residents in Quincy, Michigan. Specifically:

East to West: Fox Rd to Squires Rd.

North to South: Jonesville Rd. to Lukesport Rd.

As we grow, the Service Area is subject to expansion. If you are located near this boundary, give us a call. We may be in the position to include your residence.

**Responsibilities**

The customer is responsible for providing accurate information needed to provide service.

The customer is responsible for maintaining the accessibility of pickup location and bucket ready by 10am on scheduled pickup day.

The customer may be eligible to transfer service to a new address in the event of a move.

**Damaged Property Policy**

In the event a bucket or lid becomes damaged, Renewal Composting will replace one bucket/lid. We understand scenarios such as these may occur. Additional damage beyond the first bucket/lid will include an invoice charge as outlined in the following:

1. Bucket. An $8 replacement fee.
2. Lid. A $6 replacement fee.
3. Bucket and Lid. A $13 replacement fee.

**Privacy Policy**

By using any services offered by Renewal Composting, LLC. you understand that your information will be collected, used, and disclosed as outlined.

Information will be collected as provided to us and third parties in a variety of ways.

1. Through Social Media usage.
2. Through Web Page usage.
3. Through our Payment Processor.
4. Through Email.
5. Through Phone Conversations.
6. In-Person Conversations.

**Why is my information collected?**

Information may be collected for various reasons including, but not limited to the following:

Onboarding for new employees and continuous training.

Evaluating performance to find areas for improvement.

Identifying common problems and trends.

Enhancing Customer Experience.

Dispute resolution and clarifying miscommunications.

Online Accounts, Invoice Payments, and Customer Feedback.

**How is my information used?**

Information collected will be be used for various reasons including the following:

1. To fulfill the purpose(s) to which the information was provided.
2. To send you information on our services, your account(s), and transactions.
3. Provide services and improve upon them using analytics and research.
4. Law compliance through the protection of personal rights and safety, security of Renewal Composting, LLC, and its users. Aggregate and/or de-identified information may be used.

**Will my information be shared?**

Information may be disclosed with third parties as mentioned above for the purposes of running and maintaining Renewal Composting, LLC. Information collected will be available to our management company, Heffner Holdings, LLC who performs services on our behalf.

**Measures of Security**

Implemented security measures are taken to protect your information. We however, can not guarantee our efforts due to unauthorized attempts with use of the internet and other electronic transmissions.

This Privacy Policy is used to fulfill obligations as required by law. We limit shared information to as needed to run a successful service to you, our customer. If there are to be updates, they will be added within this Policy.

**Refund & Cancellation Policy**

**Cancellations**

When a circumstance arises where you may need to cancel your service or request a refund this policy will be used and enforced. We understand the need may arise to change your payment method or to change your pick up schedule affecting your Subscription(s).

Bucket Subscription Services: Weekly & Bi-Weekly Pick Ups

* If you wish to cancel your Subscription(s), you are required to notify us 72 hours before your next scheduled pick up. To do so, please contact customer service by email or phone.

One-Time Service:

* If you wish to cancel your One-Time service, you are required to do so 24 hours before service is scheduled to be completed. Please contact customer service by email or phone.

**Refunds & Payment Disputes**

We reserve the right to charge service fees in the event of a No-Show or Late Cancellations.

If you would like to dispute a charge due to a suspected Renewal error, please do so within a 48 hour period of the service day in question.

Please contact customer support via email at [renewalcommposting@gmail.com](mailto:renewalcommposting@gmail.com) or call 269-248-1150 if you have any questions or concerns.

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