



## We Do Doo Terms of Service

Welcome to We Do Doo "Waste Pickup" - the hassle-free waste management solution. Before you get started, please take a moment to review the following Terms of Service. By using our services, you agree to comply with and be bound by these terms.

1. **Service Description:** Our waste pickup service entails the removal of dog waste from your designated area, including gardens, or outdoor spaces.

2. **Frequency:** Waste pickup visits are scheduled as per the agreed-upon frequency, which may vary from weekly to fortnightly, depending on the selected plan.

3. **Scope of Service:** We will diligently collect and dispose of dog waste from the specified area during each visit. While our aim is to achieve 100% effectiveness, occasional oversight may occur, resulting in the potential miss of a small bit of poo. Any additional services beyond waste pickup must be discussed and agreed upon separately.

4. **Access:** Customers are responsible for providing clear and safe access to the designated pickup area. In the event of restricted access, the pickup may be rescheduled or postponed.

5. **Billing:** Customers will be billed according to the agreed-upon pricing structure, which includes the initial cleanup fee and ongoing service charges. Additional charges may apply for waste disposal if specified in the agreement.

6. **Payment:** Payment for services rendered is typically processed in advance or as per the agreed billing cycle. Payment methods may include online payment portals or bank transfers.

7. **Cancellation and Refunds:** Cancellation of service must be communicated within the specified notice period (48 hours). Refunds, if applicable, will be processed according to the terms outlined in the service agreement.

8. **Liability and weather:** While we strive to provide efficient and reliable service, we cannot be held liable for circumstances beyond our control, including but not limited to weather conditions, access limitations, or unforeseen obstacles.

For safety reasons, we closely monitor weather conditions, particularly during storms and extreme cold (snow). We retain the right to cancel pickups with short notice in severe weather conditions. Service may be suspended until conditions improve, and we will reschedule appointments as soon as it is safe to do so. In the event an appointment cannot be rescheduled for that week, service will resume as usual the following week.

9. **Feedback and Concerns:** We welcome feedback and encourage customers to communicate any concerns or issues regarding our service promptly. We will endeavour to address and resolve any issues in a timely manner.



**10. Modification of Terms:** These terms of service are subject to modification or amendment at our discretion. Customers will be duly notified of any changes to the terms governing our waste pickup service.

**12. SEPA**

Our waste carrier license number is WCR/R/30082

**13. Contact Information:**

- For questions or concerns, please contact us at [info@wedodoo.co.uk](mailto:info@wedodoo.co.uk)

Thank you for choosing "We Do Doo" We are committed to providing you with efficient waste management services and a cleaner environment.