



ReSmart Packs – Terms & Conditions

1. **Service Inclusions**

Each pack includes:

- 1 recycling bin
- Recurring recycling collections for 12 months

2. **Pickup Frequency Options**

Customers may choose one of the following collection frequencies:

- Weekly (52 collections/year)
- Fortnightly (26 collections/year)
- Monthly = every 4 weeks (13 collections/year)

3. **Payment Options**

A payment processing fee applies for every Pack purchased (1.35% + \$0.15) excl. GST.

● **Upfront Payment:**

- One-time full payment at the start of service
- Includes a 20% discount
- Non-refundable after the bin is shipped

● **Monthly Payment:**

- Your first month will be charged at the time of purchase, with ongoing monthly charges billed on the anniversary of your bin delivery date.
- Minimum 3-month commitment
- If cancelled within the first 3 months of purchase, a cancellation fee of \$300 will be charged
- After the first 3 months, you can cancel at any time with a one-month exit fee.

4. **Pickup Terms**

- If a collection is **missed due to customer reasons** (e.g. bin not put out, access not provided, phone not answered for locked premises), the Pickup will still be considered complete and **will be charged**. However, if ReSmart is able to reschedule the pickup to an alternate date at the customer's request, this will offset the charge made for the missed pickup.
- If ReSmart is **unable to complete the Pickup due to internal reasons**, the customer **will not be charged**, and an alternate Pickup will be arranged where possible. If an alternate pickup cannot be arranged, ReSmart will provide an additional pickup at another date, suitable to the customer.

5. **Accepted items**

If the customer has purchased an Office Pack, the customer can mix a range of hard-to-recycle items in one bin (fitted with a bin liner).

If the customer has purchased a Commercial Pack, the customer can only dispose of the waste stream they have chosen at purchase e.g. Packaging, E-waste, Textiles (fitted with a bin liner).

However, no food, liquids or hazardous items (such as scissors, knives, aerosol cans – even if they are empty – biohazardous materials, or items contaminated with food or liquids) must be placed in the bin. ReSmart reserves the right to not complete the collection if these materials are present, as recycling will not be possible due to contamination and to avoid any harm to the driver collecting the bin.

If the collection is not completed due to the above reason, the customer may still be charged.

6. **Bin Ownership**

The recycling bin is **sold** as part of the pack and becomes the customer's property upon delivery. Customers are responsible for its use and care.

7. Discount Policy

The 20% discount applies only to upfront payment plans. It cannot be combined with any other discounts or promotions.

8. Service Period

Your service starts on the date of your first collection and runs for 12 months, based on your chosen frequency. As your plan nears its end, our team will get in touch to offer renewal options.

9. Service area limitations

Our Packs services are available only in eligible service zones. ReSmart reserves the right to decline or adjust service if the address is outside supported areas.

9. Updates to Terms

ReSmart may revise these Terms & Conditions and inform the customers affected giving **30 days' notice**.