

Handy Rubbish – Terms & Conditions



Company Number: 14314389

Trading Name: Handy Rubbish (AM ONE LONDON LTD)

Registered Office: Unit 19, 1–13 Adler Street, London, England, E1 1EG

Website: www.handyrubbish.co.uk

Effective Date: 01 January 2025

Valid Until: 01 January 2030

Review Cycle: Reviewed annually to ensure compliance with current Health & Safety legislation and industry best practice.

The following conditions set out the rights, obligations, and responsibilities of all parties involved in this Agreement.

Where the words “you” or “your” appear, they refer to the **Customer**.

Where the words “we”, “us” or “our” appear, they refer to **AM ONE LONDON LTD (Handy Rubbish)**.

1. Introduction – Our Role

Handy Rubbish is operated by **AM ONE LONDON LTD (Reg. No. 14314397)**, an Environment Agency registered waste carrier (Licence No. **CBDU584967**).

We provide reliable, affordable, and eco-friendly rubbish removal, clearance, and disposal services across London and surrounding areas.

2. Services

2.1 Our services include:

- **Garden Waste Removal** – furniture, branches, cuttings, plants.
- **House Clearance** – furniture, household goods (extra charges for fridges, boilers, etc.).
- **Office Clearance** – desks, chairs, partitions, electrical waste (extra charges for TVs/monitors).
- **Furniture Disposal** – sofas, mattresses, carpets, bookcases.
- **Loft Clearance** – bulky goods, appliances, boxes (extra time may be required for access).
- **Garage Clearance** – tools and storage.
- **General Rubbish** – bagged waste and mixed items.

2.2 Items that are hazardous, unsafe, or illegal (e.g. asbestos, chemicals, clinical waste) will not be collected.

3. Booking & Confirmation

3.1 Quotes exclude insurance, parking charges, or government fees.

3.2 Services are priced based on waste volume/weight (see Clause 4).

3.3 Arrival times are estimates only. Delays do not entitle customers to discounts.

3.4 Prices may change if:

- Services occur outside normal hours (8 AM – 6 PM).
- Information/photos provided are inaccurate.
- Access restrictions increase labour required.

3.5 Debit/credit card details are required at booking to secure the slot.

3.6 Customers must arrange parking; fines or fees during service are payable by the customer.

3.7 Customers should provide photos of waste for accurate quotes.

3.8 Quotes given over the phone are indicative only; a firm quote is confirmed on site.

4. Pricing

4.1 Standard Load Prices (Household & Green Waste)

All prices include two labourers, loading, disposal fees, and VAT.

- Minimum Load (1.5 yd³ / 10 min): **£90 total**
- ¼ Van (3.5 yd³ / 20 min): **£156 total**
- ½ Van (7 yd³ / 40 min): **£252 total**
- ¾ Van (10 yd³ / 50 min): **£330 total**
- Full Van (14 yd³ / 60 min): **£492 total**

4.2 Additional Item Charges

- Mattress: **£36**
- Under-counter fridge/freezer: **£60**
- Upright fridge/freezer (domestic): **£78**
- American style fridge/freezer: **£96**
- Commercial fridge/freezer: **£150**
- Sofa: **£48**
- Fluorescent tube: **£3 each**

- Paint recycling: **£3 per litre**

Notes:

- Parking fees, congestion charge, or extra labour beyond the time included may apply (see booking terms).

5. Payment

5.1 Accepted methods: Cash, Bank Transfer, Debit/Credit Card.

5.2 Invoices issued within 7 days of payment.

5.3 Cash payments must be made on job completion.

5.4 Bank transfers:

- 50% deposit for corporate jobs over £300.
- Balance due on completion.

5.5 Card payments:

- Details taken at booking may be used if payment not made.
- 2% fee may apply for credit cards.

5.6 Late payments may incur statutory interest and debt recovery charges under the Late Payment legislation.

6. Reschedule / Cancellation

6.1 Cancellations within 24 hours of booking: £50 fee.

6.2 Reschedules within 24 hours: £25 fee.

6.3 Cancellations only valid via phone or email (not voicemail).

7. Liability

7.1 We are not liable for delays caused by circumstances outside our control.

7.2 We are not liable for third-party charges, fees, or penalties.

7.3 No refunds for lateness of subcontractors.

7.4 Customers who assist with lifting/clearance do so at their own risk.

7.5 Liability is capped at the total fee paid for the service.

8. Claims

8.1 Claims must be submitted within 24 hours of completion and supported with photos.

8.2 Claims submitted later will not be accepted.

9. Subcontracted Services & Own Licence

9.1 Handy Rubbish introduces customers to independently licensed waste carriers (“Subcontractors”). Subcontractors are the legal waste carriers responsible for the collection, transport, and disposal of waste.

9.2 Handy Rubbish only engages subcontractors who hold valid Waste Carrier Licences.

9.3 For subcontractor jobs, an **electronic Waste Transfer Note (WTN)** is generated in the subcontractor’s name. The subcontractor remains the sole responsible carrier.

9.4 Handy Rubbish retains WTNs and disposal records for at least 36 months for audit and compliance purposes.

9.5 Where **AM ONE LONDON LTD** undertakes a job directly under its own Environment Agency Waste Carrier Licence (**CBDU584967**), the WTN will be issued in AM ONE LONDON LTD’s name, and AM ONE LONDON LTD will act as the legal waste carrier for that job.

9.6 Handy Rubbish cannot accept liability for subcontractor breaches of waste law, provided licences were verified and duty of care records maintained. Subcontractors are solely liable for unlawful disposal, including fly-tipping, and will be reported to authorities if found in breach.

10. Data Protection (GDPR)

10.1 Customer data is stored securely for bookings, payments, and compliance.

10.2 No data is shared with third parties unless required by law.

10.3 WTNs and job records retained for at least 36 months.

10.4 Customers may request access to or deletion of their data within 15 working days.

11. Governing Law

These Terms are governed by the laws of England & Wales and subject to the exclusive jurisdiction of the English courts.

Signed:

Position: Managing Director

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