

Terms and Conditions of Business for Brokerage

Updated 04/04/2025

In these conditions -

"Provider" means Enviro Waste Management or OfficeClearance.com, both trading names of Site Solutions (Env) Ltd, company registration number of 12916607, and registered office at Unit T14, Leyton Industrial Estate, Argall Avenue, London, E10 7QP.

"Supplier" means where the context so permits, the Provider or the Provider's duly authorised agent or sub-contractor.

"Hirer" means the person or company requesting a service from the Provider.

"Service" means the supply of a skip or skips, haulage, materials or plant hire by the Provider, it's employees, servants, agents or sub-contractors for the period of hire to facilitate the removal or refuse on behalf of the Hirer and the subsequent disposal of the contents of such skip or skips on behalf of the Hirer.

"Skip" means any skip or skips or any other hire item provided as part of the Service.

"Site" means the place where the skip is deposited at on the request or direction of the Hirer.

"Period of Hire" means the period from delivery of the skip to the Hirer, to collection thereof, from the Hirer or such time as collection thereof ought reasonably to have been completed by the Supplier.

"Working Day" shall mean Monday to Saturday in any week.

"Force Majeure" means any circumstances beyond the reasonable control of either the Provider or the Supplier (including, without limitation, thereto, any strike, lock out or other form of industrial action, accident, inclement weather, difficulties in obtaining fuel parts or machinery, power failure or breakdown, or malfunction of machinery or computers.

These conditions shall apply to all contracts for the supply of the service by the provider to the exclusion of all other terms and conditions and shall apply where the context so permits for the benefit of the supplier and the employees, agents and subcontractors of the provider and the supplier as if they had been parties hereto.

Where we are able to provide a quote for our services without first needing to inspect the location where our services are to be provided, then a contract shall be created between us on your acceptance of our quote, whether by telephone or email or otherwise.

We reserve the right to vary our quoted price if, at the time of collection, the information you provided to us at the time of quotation was incomplete or inaccurate. We reserve the right to vary any quoted price if, during the process of the collection, new information regarding the nature of the waste becomes apparent whether or not this could have been ascertained at the start of the process. Any cost provided in advance of the collection will normally be an estimate only.

In consideration of the Provider extending credit to the Hirer as named, the person signing the waste service documentation hereby guarantees payment to the Provider of all outstanding monies including amounts owed in excess of credit limit and any interest applicable.

The Provider reserves the right to add to, alter or amend or withdrawal any of these terms or conditions without notice. Any typographical, clerical or other error, or commission in any sales literature, quotation or price list, acceptance of offer, invoice or other document or information issued by the provider shall be subject to correction without any liability on the part of the provider.

Any reference in these conditions to a statute or regulation or provision thereof shall be construed as a reference to that statute, regulation or provision as an amended re-enacted or extended at the relevant time.

All requests for the service shall be deemed to be an offer by the hirer to purchase the service pursuant to these conditions and the service is offered subject to availability. The Hirer agrees that they will rely wholly on their own services and will not treat any information supplied to them by the Provider as a representation, warranty or guarantee in any manner whatsoever.

No variation of these conditions shall be binding unless agreed in writing between the authorised representatives of the Provider and the Hirer.

The Provider will use its best endeavours to comply with the Hirer's requirements but can accept no responsibility for failure to, or delay in providing a service, which may be caused directly or indirectly by any circumstances beyond the Providers control, or any unforeseen or abnormal conditions by any act or neglect on the part of the Hirer and time shall not be of the essence of the Contract save as to payment by the hirer for the service. The provision of the service may be wholly or partly suspended at the provider's discretion without liability on the part of the provider for any loss resulting from any suspensions.

7a. Except as specifically otherwise agreed in writing the provider or supplier, shall be under no obligation to deposit the skip elsewhere than on a highway.

7b. The Hirer agrees in all cases:-

i) To provide and adequately maintain all necessary approach roads and sites for the purpose of the delivery; ii) To rely on their own skill and judgement and to satisfy themselves as to the suitability of all approach roads, tracks, or grounds, for the purposes of delivery, siting and collection of skips, materials and lorries and to notify the provider at the time of ordering the service of any special requirements; iii) Promptly on the arrival of the vehicle to accept delivery and provide any necessary directions and a suitable site; iv) To ensure that an authorised person is present at the time of arrival to sign and acknowledgement delivery of the skip or materials or lorry start time and or collection of the skip or materials or lorry finish time and that such authority is signed on delivery or collection by such authorised person and not otherwise and the Hirer agrees that any delivery or collection note signed by a person with apparent authority to do so shall be deemed to be signed by an authorised representative of the hirer and that where no such person is available to sign such proof of delivery or collection within 10 minutes from arrival of the skip or the vehicle at the site the suppliers written confirmation of delivery shall be final and binding upon the Hirer.

7c. The Hirer shall save harmless and keep the provider indemnified against any claim demand or penalty arising during the period of hire and which could not have been made had the provider not agreed to provide the service including, but not limited there to all 3rd party claims, or claims for damages arising out of accidents related to any skip or skips the subject of this contract.

8a. The price for the provision of the service shall be such sum as shall from time to time be agreed between the parties & in default of agreement shall be a quantum meruit otherwise agreed shall be exclusive of VAT which shall be payable by the Hirer.

8b. Save where the Hirer has a previously approved credit account with the Provider payment for the provision of the Service shall be made in full by the Hirer to the Provider prior to the delivery by the Provider of any skip or skips or work commencing.

8c. Where the Hirer has an approved credit account the provider shall be entitled to invoice the Hirer at the end of the month for all the services provided hereunder prior thereto and the Hirer shall pay the price for the provision of the service to the Provider within 30 days from end of month. For example, January invoices would be due on 1st March. The time of payment of the price shall be of the essence of the Contract. Invoice queries must be raised within 7 days via email to invoices@envirowastemanagement.com. Invoices and statements will be sent electronically. It is the customers' responsibility to check statements for any missing invoices and this is not acceptable to delay payment. Quality and quantity will not be discussed after signature for acceptance or after 24 hours from signature.

8d. The Hirer agrees that in the event that the Hirer shall fail to pay the Provider's account in accordance with the terms hereof the provider may return to the Hirer the waste or a quantity of waste which is in the reasonable opinion of Provider similar thereto and the Provider shall for such purposes be entitled to enter upon any premises of the Hirer or any third party from whom waste was collected for such purposes and to deposit such waste thereon.

8e. The provider reserves the right to grant, refuse, withdraw, restrict, alter or cancel credit terms at its discretion. Where the Service is to be supplied over a period of time each instalment thereof shall be treated as a separate contract and failure by the Provider to provide any one or more instalments, shall not entitle the Hirer to treat the contract as a whole as repudiated.

8f. If the Hirer fails to make any payment on the due date then, without prejudice to any other right or remedy available to the seller, the seller shall be entitled to: i) cancel the contract or suspend any further deliveries to the Hirer; ii) appropriate any payment made by the Hirer to such of the services (or the Services supplied under any other contract between the Provider and the Hirer) as the Provider may think fit (not withstanding any purported appropriation by the Hirer; iii) charge the Hirer interest (both before and after any judgement) on the amount unpaid, at a rate of 8% above the Bank of England base rate at the date of issue until payment in full is made (a part of a month being treated as a full month for the purpose of calculating interest); and iv) charge the hirer's credit card as listed on the credit card and bank reference form to bring the account back into agreed trading terms.

8g. All card paying customers using the Roll on Roll off service will have their card preauthorised for a minimum of 8 tonne and the transport charge. Once collection has taken place and final weight and waste description has been verified then the necessary adjustments will be made. All these collections will be closed down and money taken within 2 days of collection.

9. The Hirer shall where so required to do by the Driver direct the Driver where to deposit or pick up the skip.

10a. Where the provider or the Driver are requested or directed to a site which is off a highway or where vehicle movement otherwise involves the passage of the vehicle over gratings, drains, roads, pavements, forecourts, yards, asphalt areas or any like areas the Provider shall be under no liability whatsoever to the Hirer for any damage howsoever caused whilst the vehicle is off the highway other than as shall be caused by negligent driving on the part of the driver. Without prejudice to the generality of Condition 7c) the Hirer shall subject as above save harmless and keep the Provider indemnified against any claim or demand which could not have been made had the Driver not been so requested or directed. The Hirer will in addition compensate the Provider for any damage to the vehicle or the skip which would not have occurred had the Driver not been so requested or directed and which is not due to any negligence on the part of the Driver. Under no circumstances are the Provider responsible for

sinkage or ground movement on delivery/collection of skips/materials whilst servicing off the highway.

10b. If the Provider shall be prevented for any reason beyond its control from delivering or collecting a skip or skips or carrying out its work, the Hirer shall remain liable for the Provider's charges together with such additional sums as the Provider shall reasonably so require for the further provision of the Service.

11. The time allowed for depositing or picking up a skip is ten minutes. If the vehicle is kept waiting longer than this after arrival the Hirer shall be liable for reasonable demurrage. Standing times are chargeable. If the skip cannot be delivered in a timely manner, the driver may leave site, and a wasted journey fee will payable by the Hirer.

12. The standard time allowed for a 'Wait & Load' is up to 30 minutes. If the vehicle is kept waiting longer than this initial time, the hirer shall be liable for a waiting charge. If the Wait & Load cannot be delivered in a timely manner, the driver may leave site, and a wasted journey fee will payable by the Hirer.

13. The Hirer shall ensure that all permissions required before the skip can lawfully be deposited on the site including the permission required under the Highways Act 1971 have been or will be obtained before they request the Provider or direct the Driver to deposit the skip on the site and that the said permission will be kept in force during the period of hire and where necessary for up to 3 working days thereafter. The hirer will ensure that all skips sited on the highways will be lighted and covered in accordance with the terms and conditions of the highways act and the issuing local authority's demands.

14. The Hirer shall not move the skip from the site without the consent of the Supplier and where necessary the highway authority.

15. Prohibited items include but are not limited to: TVs, Computer monitors/ screens, Electrical equipment (WEEE), Asbestos, Tyres, Fluorescent tubes, Fridges & freezers, Mattresses (additional charges apply), Paint and paint tins (unless empty), Plasterboard, Batteries, Medical / clinical waste, Gas bottles & cylinders, Liquids & Solvents, Oil, Diesel, Petrol and explosives, Toxic waste.

16. Acceptable Items (Mixed general) may include but is not limited to: Wood, Cardboard, Bricks, Plastic, Metal, Domestic waste, Garden waste (leaves, clippings, etc.), Soil and/ or Rubble (but you must tell us at the time of booking), Solidified paint, Gas cookers, Furniture, Food and food packaging, Fittings (non-electrical), Empty tins, Polystyrene.

The Hirer shall ensure: a) that no LIQUIDS, EXPLOSIVES, TOXIC or DANGEROUS MATERIALS including, but not limited to PLASTERBOARD, FIBEROUS ASBESTOS, SOLVENTS, MINERALS or GREASES will be placed in the skip without the written consent of the supplier and that the contents of the skip when loaded conform to the requirements of S.I.1980/1709 or any re-enactment thereof and the local waste regulation authority with regard omits suitability for disposal as general or special waste as a controlled waste disposal site; b) If any waste to which the said section applies is placed in any skip the Hirer will immediately give the notices required by the said section and send copies of such notices to the supplier and the provider; c) That no bonded asbestos will be placed save where the Hirer has given to the Provider, a minimum of seven days' notice of their intentions so to do and obtained the written agreement of the Provider thereto and of the charges to be made with regard thereto; d) No cans, bottles or other liquid containers are placed in the skip unless they are dry, free from liquid, residues and open for inspection; e) That no fridges, freezers, vehicle tyres, car/commercial vehicle batteries and any other waste types which following changes in legislation from time to time may become classified as a special or difficult waste type; f) In SOME areas other items such as mattresses, tree stumps, electrical items & tarmac can be difficult to dispose of and may incur a surcharge; and g) If the skip is loaded to more weight than the maximum allowance, a surcharge will be incurred

17. The Hirer shall ensure from the time that the skip is deposited until it is picked up again by the Supplier that:

a) It is properly sited in accordance with any relevant permission and that all conditions thereof are observed and performed at all times.

b) It is properly coned where necessary during the hours of daylight and coned and lighted during the hours of darkness.

c) No fires are lit in, and no corrosive acid or noxious substance, liquid cement or concrete placed in the skip.

d) It is filled no higher than the top of its sides and in such manner as to prevent spillage of material therefrom both, whilst the container is stationary or in transit. Where skips are located on public or third party property and waste is accumulated for any reason whatsoever in the immediate proximity of the skip, the Provider reserves the right to supply a further skip or skips to contain the surplus material and to transfer the same to the skip or skips and to debit the Hirer with the reasonable costs of so doing.

e) It suffers no damage except fair wear and tear. All damage by fire, vandalism or other means, the hirer will reimburse the provider all costs for either replacement or repair.

f) No danger is caused by the skip or its contents to any third party and in particular but without limitation thereto to children.

g) No unauthorised removal of the skip shall take place by the hirer or a 3rd party contractor without the prior consent of the provider. The hirer will be debited all reasonable costs incurred in returning the skip, or in cases where the skip is deemed

lost or stolen the hirer will reimburse the provider in full. Please note that many insurance policies will not cover theft of skips or ROROs

18. Notwithstanding the terms of condition 15 it shall be the Hirer's duty to notify the Supplier of and the Supplier's responsibility to ensure compliance with any condition imposed by a highway authority relating to the marking of the skip with reflective paint.

19. Except as specifically otherwise agreed in writing the Hirer shall fill the skip within the period of hire, 14 days - If the hire exceeds this period, rental charges may be incurred. The Hirer shall ensure that from the time when collection of the skip is due to take place until the same is collected there is left a clear space at one end of the container to terminate the hiring of the skip the minimum notice period shall be 48 hours. Ownership of the contents shall pass to the Supplier on collection unless agreed in writing.

20. The Provider may arrange the removal or repositioning of the skip if required at any time to do so by a highway authority or constable in uniform under Section 140 of the Highway Act 1980. The Hirer shall be responsible for the reasonable additional cost thereof on the part on the Provider or Supplier.

21. Wasted journey charges will apply

22. Except as specifically otherwise agreed in writing the Provider agrees to dispose of such of the contents of the skip as shall be in accordance with the terms of this contract. The Hirer agrees that they will pay the Provider's reasonable charges of dealing with any of the contents of any skip which do not comply with the terms of this contract.

23. Risk: The risk in relation to any skip or skips supplied pursuant to this Contract shall pass to this Hirer upon delivery in accordance with the Hirer's request or direction and shall remain with the Hirer until the skip or skips are collected by the Supplier.

24. Where the Service is provided under a consumer transaction as defined by the Consumer Transaction (Restriction on Statements) order 1976, the statutory rights of the hirer are not affected by these conditions.

25. It is specifically provided and agreed that any compensation &/or damages payment in respect of any claim or claims arising out of or in connection with the terms of this contract for any reason whatsoever and howsoever arising shall not amount in the aggregate to more than the cost of the provision of the service by the provider or that part of the Service giving rise to such claim and Provider and any other person entitled to the benefit of this contract shall have no further liability to the Hirer. Except in respect of death or personal injury cause by the negligence of the provider or any other person entitled to the benefit of this contract, the Provider or such party shall not be liable to the Hirer by reason of any representation, or any implied warranty, condition or other term, or any duty at common law, or under the expressed terms of this contract, for any consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of the Provider or any other party entitled to the benefit of this contract, their employees, or agents, or otherwise) which arise out of or in connection with the supply of the service, except as expressly provided in these conditions.

26. The Provider shall not be liable to the Hirer or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of the providers or suppliers obligations in relation to the service, if the delay or failure was due to force majeure.

27. Insolvency of Hirer:

a) This cause applies if:

i) The Hirer makes any voluntary arrangement with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction); or ii) An encumbrance takes possession, or a receiver is appointed, or any of the property or assets of the Hirer, or iii) The Hirer ceases or threatens to cease, or threatens to cease; to carry on business; or iv) The Provider reasonably apprehends that any of the events mentioned above is about to occur in relation to the Hirer and notifies to the Hirer accordingly.

b) If this clause applies then without prejudice to any other right or remedy available to the provider, the Provider shall be entitled to cancel the contract or suspend any further deliveries under the Contract without any liability to the Hirer, and if the Services have been provided but not paid for, the price shall become immediately due and payable notwithstanding any previous agreement or arrangement to the contrary.

28. All calls to and from the provider are recorded for monitoring and training purposes