**Mwene waste management company**

**Terms and condition.**

**Acceptance of terms**

By signing up for Mwene Waste Management Company's products and services, you agree to be bound by these Terms and Conditions. Please do not use our products or services if you do not agree to these terms**.**

**Use of services**

(a) To utilize our services, you must be at least 18 years old.

(a) When using our services, you agree to supply correct and up-to-date information.

(c) Mwene Waste Management Company retains the right, at any moment, to refuse service to anyone for any reason.

**Services offered**

(a) Mwene Waste Management Company connects customers to waste collectors and disposal facilities via the platform.

(a) Users must sort waste into specific categories such as organic, metal, paper, and hazardous materials.

(c) Our virtual education program provides basic information on correct trash separation methods, emphasizing the 3Rs approach: Reduce, Reuse, Recycle.

(d) To assist effective garbage collection, users may be charged an additional price for the provision of an extra waste bin.

**Subscription and payment**

(a) Users agree to pay for our garbage collection services based on the kind, amount, and weight of waste created.

(b) Fees will be charged in accordance with the subscription plan chosen, the weight and kind of garbage collected, and any additional services required.

(c) Payment is due upon completion of services and on a monthly basis.

**Refund and cancelation**

(a) We issue refunds in accordance with our Refund Policy.

(b) Requests for cancellation must be submitted in accordance with our Cancellation Policy.

(c) Failure to separate waste properly may be deemed an acceptable reason for non-collection.

**Privacy policy**

(a) Our Privacy Policy also governs your usage of our waste management services.

(b) Mwene Waste Management Company is devoted to preserving your personal information and privacy.

**Waste separation responsibility**

(a) It is the responsibility of the user to correctly separate waste into the defined categories as directed by Mwene Waste Management Company.

(a) Failure to follow waste separation requirements may result in additional charges, service limits, or service cancellation.

**Education program**

(a) Users agree to take part in our virtual education program, which aims to provide information on proper waste segregation techniques while encouraging the 3Rs approach: Reduce, Reuse, and Recycle.

(b) Mwene Waste Management Company may disseminate educational materials and notifications using the communication channels of their choice.

**Additional waste bins**

(a) To improve garbage collection efficiency, users may be charged an additional price for the provision of an additional waste bin.

(a) Through our designated methods, users can request an additional waste bin.

**Cancellation and non-collection**

(a) Failure to separate waste properly on the user's end may result in non-collection.

(a) To dispute non-collection, users must produce reasonable evidence of compliance with waste separation guidelines.

(c) If there is a continuous lack of compliance, Mwene Waste Management Company reserves the right to cancel services.

**Real-time tracking and evaluation**

(a) Mwene Waste Management Company employs real-time data tracking technology to provide effective waste collection routes for garbage collectors.

(a) Garbage collectors will assess the condition of collected waste. If, for example, plastic and metals are combined with organic trash, the collector will leave the garbage and a message describing the reason for non-collection will be provided to the client.

**SMS conformation after collection**

(a) Following waste collection, the user will receive an automatic SMS confirmation with facts such as the time and date of pickup, the weight, information about the collecting company, and a thank-you message.

**Complaint form and forum**

(a) Complaint forms will be used to collect feedback and suggestions from all parties concerned in order to enhance our waste management system.

(a) The website will provide a complaint forum where clients can voice their concerns to the appropriate municipalities.

**Intellectual property**

(a) All content provided by Mwene Waste Management Company is the company's property and is protected by intellectual property laws.

(b) Without our prior written approval, you may not reproduce, distribute, or transmit any element of our waste management content.

**Limitation of liability**

(a) Mwene Waste Management Company is not liable for any indirect, consequential, special, or punitive damages.

(b) Our responsibility shall in no instance exceed the whole amount paid by you for our waste management services.

**Governing law and jurisdiction**

(a) These Terms and Conditions shall be governed by and construed in conformity with Kenyan law.

(b) Any disputes arising out of or in connection with these Terms and Conditions shall be subject to the exclusive jurisdiction of Kenyan courts.

**Changes of terms**

Mwene Waste Management Company maintains the right, at our sole discretion, to update, amend, or replace any part of these Terms and Conditions. It is your duty to monitor our website for modifications on a regular basis.

**Contact information**

Please email us at mwenewastemanagecompany@gmail.com if you have any queries regarding these Terms and Conditions.

+254717350160.