

# EcoCare H2H Waste Collection

## Terms & Conditions for App and Customer Pack

### Definition of terms

You, Your = Client = you the subscriber any your party (household, individual or body)

We, Our, Us = EcoCare = EcoCare Waste Initiative the H2H Collection Service provider

The Service = H2H Collection = House to House Waste Collection

### Terms of Use

#### *1. Right to switch:*

Client has the right to switch payment plan or collection schedule only after an already subscribed plan is elapsed.

#### *2. Right to terminate:*

Client has the right to terminate Service with EcoCare only after a subscribed plan is elapsed otherwise client will be required to pay any remaining collection or will not have any refund for any remaining balance.

#### *3. Ownership of logistics:*

All H2H Collection logistics remain the properties of EcoCare and solely for this service; and thus cannot be exchanged or used for any purpose(s) by client or between client and third parties.

#### *4. Replacement of logistics*

Replacement of bins will be done according to the following procedures

- a) When we find it to be damaged
- b) When client asks for it and upon verification by an officer of EcoCare
- c) At a fee payable by client and EcoCare
- d) Damaged bins shall be returned to EcoCare Recycling hub

#### *5. Return of logistics:*

In the event that contract is to be terminated, bins (damaged or functional) and Recycling bags shall be returned to EcoCare Recycling hub.

## Declaration and Signature

I \_\_\_\_\_ have read these terms (or have had it explained to me in my language) to the best of my understanding. By signing, I and my party(s) agree to all the terms of use of this Service, and agree that my information will be processed to complete my subscription to the service.

Signature/Thumbprint:

Date: \_\_\_\_\_

Name, Address, Telephone of Witness (for those who needed):

\_\_\_\_\_

Signature:

Date: \_\_\_\_\_

## Disclaimer:

Unless making a secure payment with your credit or debit card via a third-party payment processor, this service (no our App) is not designed to collect confidential or sensitive personal information (e.g., bank accounts and financial information, social security numbers etc). It is the sole responsibility of clients, when making payments via MoMo; to always ensure to quote their exact subscription name or number as "Reference", and to send to only the H2H Momo number given them. EcoCare will not be responsible for any losses

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### *For Office Use Only*

Client's ID: \_\_\_\_\_ Area: \_\_\_\_\_

Bin Code: \_\_\_\_\_ Address: \_\_\_\_\_

Officer In-Charge (Sign & Initials): \_\_\_\_\_