

WASTE MANAGEMENT SECTION

REFUND POLICY

IMPORTANT: Although City of Vaughan's Customer Service Representatives attempt to inform the Owners or Occupants of the applicable refund policy for a waste management service or product, IT IS THE RESPONSIBILITY OF THE OWNER OR OCCUPANT TO MAKE HIMSELF / HERSELF FULLY INFORMED WITH RESPECT TO ALL ASPECTS OF THE CITY OF VAUGHAN'S WASTE MANAGEMENT REFUND POLICY. The City of Vaughan's refund policy as it relates to Waste Management is posted on the City's website and at the front counter of the Public Works Department. An abbreviated version is published in the City's annual waste and recycling *Collection Schedule Reference Guide*.

A. BLUE BOXES, GREEN BINS, KITCHEN CONTAINERS, COMPOSTERS & PAID GARBAGE TAGS

All purchases of blue boxes, green bins, kitchen containers, composters and paid garbage tags **ARE FINAL** and no refunds will be granted.

B. LARGE APPLIANCE PICK-UP

No person shall receive a large appliance pick-up from the City's contractor unless the Owner or Occupant has paid the City the large appliance disposal fee in advance, as set out in the *City's Fees & Services By-Law*, as amended.

All large appliances set out at curbside are to be set out by 7:00 a.m. on the scheduled collection day. All aspects of the City's most current *Waste Collection By-Law* apply.

1. CONDITIONS OF APPROVAL FOR REFUNDS OR CANCELLATIONS:

a) Requests for refund or cancellation **WILL** only be granted if:

- The request is made by 12:00 noon the day before the scheduled collection day.

For example: If the scheduled large appliance pick-up day is Thursday, a refund or cancellation request must be made by Wednesday (the day before), prior to 12:00 noon.

b) Requests for refund or cancellation **WILL NOT** be granted if any of the following conditions apply:

- The request for refund or cancellation is not made within the aforementioned time frame - as noted in 1(a) above;
- Large appliances that have been set out in a manner that does not comply with the City's set-out requirements (i.e. set out earlier than the evening prior to the scheduled appointment day) and have been removed by others; and/or
- Large appliances that, upon the scheduled day of collection, are not set out at curbside for collection.

2. HOLDBACK FEE FOR REFUNDS OR CANCELLATIONS:

To cover processing costs, banking fees or charges, all acceptable refunds are subject to a \$6 administration fee for each large appliance unit. For example, if the large appliance disposal fee is \$39, an Owner or Occupant will receive a refund of \$33 of the initial \$39 payment (based on one appliance). *Please Note: Appliance pick-up fee and administrative fee subject to change.*

3. METHOD OF PAYMENT FOR REFUNDS OR CANCELLATIONS:

The method of payment for a refund will be as follows:

- Payments made by credit card (i.e. Visa, MasterCard or American Express) are refunded to the credit card.
- Payments made by cash, cheque or direct debit are refunded through the City's cheque requisition process.

4. APPROVAL FOR REFUNDS OR CANCELLATIONS:

All refunds must be approved and signed off by the Solid Waste Management Manager or designate.

5. 'NOT OUT' STATUS:

In some cases, the Owner or Occupant may have made an appointment for a large appliance pick-up, and on the date of the appointment the appliance was 'Not Out'. *Please Note: The City's contractor would document this on the work order at the point of pick-up.* In these cases, the Owner or Occupant may reschedule to another date.

It is the full responsibility of the Owner or Occupant to initiate a rescheduling request. Rescheduling of an appointment for an initial 'Not Out' status must be made within 2 months of the original appointment date. Refunds are not granted for 'Not Out' status.

RESIDENT REMINDER