Residential Policies and Customer Information

Our Company

Tiger Sanitation, LLC is a local, family and primarily women owned business enterprise offering residential, commercial and industrial waste collection and disposal services. We strive to create value through a great employee and customer experience driven by ethical and mindful decision making and the alignment of our employee's, our customer's, and our company's expectations.

Contracted Areas

If you live in a contracted service area, the terms of your local contract will take precedence over the policies outlined below in the event of any conflict.

Service Time

All trash and recycling carts must be placed curbside **by 6:00 AM** on your scheduled service day to ensure collection.

Holiday Schedule & Inclement Weather

Tiger Sanitation observes the following holidays:

- **New Year's Day**
- **Thanksgiving Day**
- **Christmas Day**

During holiday weeks, routes may be adjusted to ensure all customers receive trash collection service at least once.
For updated holiday schedules, please visit:
👉 www.choosetiger.com

In the event of severe weather or other Acts of God, routes may be adjusted to ensure the safety of our employees and the public. We will make every reasonable and safe attempt to ensure customers receive trash collection service at least once during the week.

Trash Service

Standard Service Includes:

- One (1) **95-gallon Tiger trash cart**.
- The cart lid must close completely and lie flat.

Additional Cart Option:

- Additional carts, up to a total of 4, may be added for an additional fee. Contact our office at **210-333-4287** for pricing and scheduling.

Bulk Waste:

- Items exceeding the cart's weight or volume limits are considered bulk waste and may incur additional fees.
- Individual bulk items must not exceed **50 pounds**.
- Brush and limbs must be bundled, weigh less than **50 pounds**, and be no longer than **4 feet**.
- Contact our office at **210-333-4287** at least 48 hours in advance for pricing and scheduling.

Important Notes:

- For safety reasons, overweight, oversized or items that pose a physical danger may not be collected at the sole discretion of the Company.
- Service may not be shared between households. Each residence must maintain a separate account.
- Personal containers will not be serviced under any circumstances.
- **Restrictions:** Only residential **Municipal Solid Waste (MSW)** as defined by the Texas Commission on Environmental Quality (Waste Materials) are accepted. "Waste Material" means non-hazardous solid waste and acceptable recyclable materials generated by Customer or at Customer's Service Address. Waste Materials specifically excludes, and Customer agrees not to deposit or permit the deposit for collection of, any radioactive, volatile, corrosive, flammable, explosive, biomedical, infectious, bio hazardous, regulated medical or hazardous waste, toxic substance or material, as defined by, characterized or listed under applicable federal, state, or local laws or regulations, or Special Waste, as defined by the Texas Commission on Environmental Quality, not approved in writing by Company (collectively, "Excluded Materials"). Customer serviced by Company through 95-gallon cart service shall also include in Excluded Materials, construction and demolition waste, concrete, rock, brick, dirt, sand, stumps, logs, lumber and other

wood waste, mattresses, large furniture or appliances, and other bulky non-compactable waste, and for recycle services any unacceptable recycle materials. ***Title to and liability for Excluded Materials shall remain with Customer at all times, including but not limited to all handling, disposal or remediation costs, fees, fines or penalties incurred, assessed or charged to or by the Company.***

Recycling Service (Where offered)

Standard Service Includes:

- One (1) **95-gallon Tiger recycle cart**.
- The cart lid must close completely and lie flat.

Acceptable Materials:

- Cardboard
- Newspaper
- Loose office paper
- Magazines
- Plastics #1–#7
- Aluminum beverage cans
- Steel and tin cans
- Glass jars and bottles

Requirements:

- Items must be **loose, clean, dry**, and **free of food residue**.
- Do **not bag** recyclables. Bagged recyclables are considered contaminated.

Unacceptable Materials:

- Food waste or contaminated paper
- Bagged items
- Textiles (e.g., rugs, carpet, bedding, clothing)
- Electronics, hoses, cords, holiday lights, hangers

- Plastic bags, film, sheeting
- Yard waste, dirt, wood, concrete, brick, ceramic or tile
- Polystyrene foam, packing material
- Scrap metal, auto parts, tires
- Any glass other than food and beverage jars or bottles
- Any other items not specifically mentioned on Acceptable Materials List above

Contamination:

- Contaminated carts will be tagged and may not be serviced.
- Unacceptable materials must be removed before the next service day.
- Contamination may result in the entire load being diverted to landfill.

Cart Responsibility & Placement

Care & Maintenance:

- Carts are under your care, custody, and control.
- For repairs (e.g., broken lids or wheels), request service online or call our office.
- Carts must be curbside for exchange or removal.
- A $100 + tax + fuel (if applicable) replacement fee will be assessed for each lost, stolen, or misused cart

Placement Guidelines:

- Place carts **at least 6 feet** from obstructions (vehicles, mailboxes, trees, bushes, utility boxes, etc.).
- Place carts **no more than 36 inches** from the road edge.
- Keep carts **4 feet apart**, with the handles facing your home or fence.
- Do not block carts or bulk items with parked vehicles.
- Do not place items in, on or near the cart that are not intended to be discarded. Tiger not responsible for items disposed of that are in, on, or near the cart.

Vacation Credits

- Accounts may be suspended for vacations lasting **1 to 3 months**.
- Limit **2 vacation holds per year**. These cannot be consecutive and must have at least one month between holds.
- Request suspension **at least one week in advance**.
- Credit is applied **after the suspension period**.
- Payments are still required during the suspension.

Referral Program

- Earn a **one-time $5.00 credit** for each new customer you refer.
- Maximum **5 referral credits per year**.
- New customers must mention your name when signing up.

Invoice & Payment Options

Invoice Delivery:

- **Electronic Invoice**: Sent via email immediately after generation – **No Added Fee**
- **Paper Invoice**: Mailed with a **$2.99 + tax Convenience Fee per Invoice.**

Payment Methods:

- **Online**: Pay securely at www.choosetiger.com using your account number and password. - **No Added Fee**.
- **AutoPay**: Set up automatic payments via credit card or ACH. Manage preferences online or by phone. - **No Added Fee**.
- **Phone or In Person**: Make one-time payments by speaking to Customer Service. - **$5.00 + tax Convenience Fee per Payment**.
- **Mail**: Mail one-time payments by sending checks/money orders to:

Tiger Sanitation
PO BOX 844909
Dallas, TX 75284-4909

Include the remittance portion or your account number.

Returned Checks:

- First returned check: **$30 fee**

Note: Payments may take **up to two business days** to post. This may affect scheduled services.

Rates & Billing

Rate Changes:

- Rates are subject to change.
- You will receive **30 days' notice** on your invoice.

Billing Cycle:

- Invoices are issued **quarterly** and due upon receipt but no later than **within 30 days of the invoice date**.

Late Payments:

- Payments received 45 days after the invoice date may incur:
    - A **$10 late fee**
    - **Service suspension - your containers will not be serviced until your account is paid in full.**
- Accounts unpaid **60 days after the invoice date**
    - Your account will be canceled, and your containers will be removed. There will be a $25 + tax + fuel (if applicable) fee for the removal and sanitation of each container. Containers not returned will be charged an additional $100 + tax + fuel (if applicable) fee per container.
    - Your account will be referred to collections and subject to an additional penalty of **25% of the unpaid balance**.

Reinstatement:

- If service is canceled for non-payment, customers must call **210-333-4287** to reinstate service.

- A **$35 reinstatement fee** applies.
- All past due balances, additional fees and a new quarterly payment must be paid in full to reinstate service.
- Payments are applied to past due balances first.

Canceling Your Service

To cancel your service, you must **call our office at 210-333-4287** and speak directly with a representative.

- If service is not canceled properly, billing will continue, and additional fees may apply.
- Carts must be placed **curbside for removal**.
- Cart Removal Fee: A **$25.00 + tax + fuel** (if applicable) **per cart** will be charged for pickup, cleaning, and sanitization.
- Because we do not collect a deposit, a **$100.00 + tax + fuel** (if applicable) will be charged for each cart not returned in usable condition.

Refund Policy

- Refunds are issued for **unused full quarterly billing periods only**. Service must be cancelled before the start of the next billing quarter.
- Refunds are not provided for service quarters in which a service has been provided; however unused services (if any) will be prorated to offset Cart Removal Fee(s).
- Refunds for **unused full quarterly billing periods** will be processed via **check or credit card** after all Tiger carts are returned.

Policy Updates

These policies are subject to change without notice.
For the most current information, please visit:
👉 www.choosetiger.com/residential-policies