



Terms & Conditions

By subscribing to WeDo Junk Removal's Monthly Bulk Item Curbside Pickup Service, you ("Client" or "Subscriber") agree to the following Terms and Conditions ("Agreement"). Please read this Agreement carefully before purchasing a subscription.

1. Service Overview

WeDo Junk Removal ("Company," "We," or "Us") offers a recurring monthly pickup service for bulk junk items based on the following subscription tiers:

- Rookie Plan – \$29.99/month: Pickup of 1 single item per month equivalent to 1 cubic yard and no heavier than 50 lbs
- Captain Plan – \$49.99/month: Pickup of items totaling up to 1/8 dump truckload per month
- Major Plan – \$69.99/month: Pickup of items totaling up to 1/4 dump truckload per month.

Exhibits A show examples for reference.

2. Eligible Items and Prohibited Materials

Clients must only place eligible items for pickup. We reserve the right to reject any prohibited or unsafe items.

Prohibited Items Include (but are not limited to):

- Tires

- Any construction and demolition debris, this includes decking / fence materials, shed structures with roof shingles.
- Hazardous waste (including biohazard and infested pest furniture)
- Paint, solvents, and chemicals
- Gasoline or oil products
- Medical waste (including needles or sharps, medications etc)
- Deceased animals
- Explosives, ammunition, or firearms

IMPORTANT: Placing any prohibited item(s) for pickup may result in service cancellation and/or additional fees for handling and disposal, if applicable. If we find these items hidden in bags or packaged materials, fees will still apply. Our office attempts to contact you while our team is still at your property to approve additional fees, however if we are unable to contact you, items may be left behind or fees will be charged. Additionally, if we find prohibited items hidden within other contents, Client is responsible for any fees charged to the Company by transfer stations/other vendor and/or cancellation of service could occur and/or additional fees will be charged to Client.

3. Pickup Procedure

- All items must be placed outside by 6:00 AM on the scheduled pickup day.
- Items should be clearly placed directly outside your garage door or within your driveway. Our team does not go within houses, backyards, side yards, garages or front porches for the subscription service.
- Items must be accessible and free of obstruction (e.g., not blocked by vehicles, fences, or other objects).
- Items should not be infested (e.g., moldy mattresses or pest-infested furniture). Items should not be placed outside in the rain for days prior to the pick up - this could result in additional weight charges.

If the Client is needing services within the home / other areas or has infested materials - please contact our office to arrange a regular pickup service with standard pricing. Subscription prices

are solely for removal of items from directly outside the garage door or within driveways and of items within the purchased package tier with no prohibited items.

4. Missed Pickups and Rescheduling

If your items are not outside or accessible at the time of pickup:

- The scheduled pickup will be marked as missed/no show and is nonrefundable.
- A reschedule request may be accommodated for an additional fee, subject to availability of the Company. Reschedule fees begin at \$40 and go up depending on location.

4A. Excess Items Beyond Subscription Tier

If a client places more items than what is included in their subscribed package (e.g., multiple items under the Rookie Plan, or volume exceeding 1/8 or 1/4 truckload under Captain or Major plans), the following terms apply:

- Our team will make every reasonable effort to remove the excess items on the same day, subject to available truck space and time constraints.
- Any excess beyond the included subscription volume will incur an additional fee, calculated based on the volume and type of items. Important: If items are in excess from the paid Rookie plan (for example), fees are not then calculated to the next tier, we charge based on the volume of space filled in the truck.
- We will attempt to contact the client via phone call or text message to confirm approval of the additional charge before proceeding.
- If the client is unreachable, we may proceed at our discretion with only the volume covered under the subscription tier, and the remaining items will be left behind.
- Additional fees will be billed separately from the monthly subscription and are due upon receipt. Failure to pay within the timeline will result in a \$50 late fee.

We ask all clients to please contact our office prior to the scheduled pickup if you know the items will exceed your subscription volume tier so we may schedule and charge appropriately to provide the best service to you.

5. Service Limitations and Safety Clause

We reserve the right to:

- Refuse service if item conditions, location, or weather pose a safety hazard to our team.
- Refuse or cancel pickup at our sole discretion if deemed unsafe or non-compliant with our policies.

This includes (but is not limited to) items that are too heavy to safely lift, infested, biohazardous, or positioned in hazardous locations (e.g., icy or obstructed walkways).

6. Weather and Emergency Clause

- In the event of severe weather, including but not limited to snowstorms, hurricanes, flooding, or other acts of nature, WeDo Junk Removal reserves the right to reschedule services for a later date without penalty.
 - Clients will be notified of delays or rescheduling via email, text, or phone.
 - No refunds will be issued due to delays caused by force majeure, including but not limited to weather, natural disasters, strikes, road closures, or government orders
 - It is the responsibility of the Client to ensure driveways, walkways and general property access is safe. This includes, but is not limited to, de-icing, shoveling snow and clearing fallen tree debris so our team can safely remove items. Client failure to provide safe access to the items and property will result in cancellation and is non-refundable. Rescheduling fee may apply at \$40, depending on location. Routine failure to provide safe access to items could result in termination of the subscription.
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7. Subscription, Billing & Cancellation

- Subscriptions are billed monthly in advance and renew automatically unless canceled by the client prior to the next billing cycle.
- You may cancel your subscription at any time through our website or by contacting customer service. Cancellation requests must be received at least 14 days before the next billing date to avoid being charged for the following month.
- No partial-month refunds will be issued. 2 to 4 month commitments are required during subscription agreements, depending on the tier selected. Refunds will not be issued to clients if they cancel prior to the commitment timeline being fulfilled.

Subscriptions are not able to be transferred to family members, friends or neighbors. Commitment periods are also not able to be transferred or taken over by family members, friends or neighbors. If a Client is moving and wants to transfer a subscription to a different address, please inform our office so we may provide an updated monthly service date, as differing zip codes and locations have differing monthly dates.

8. Modifications to Service or Terms

We reserve the right to modify these Terms and Conditions, subscription pricing, and pickup schedules at any time. Clients will be notified of significant changes via email or posted updates on our website. Continued use of the service after changes are implemented constitutes acceptance of the new terms.

9. Liability and Indemnification

- We are not responsible for any damage to property resulting from items not properly prepared for pickup or left in hazardous conditions.
 - You agree to indemnify and hold harmless WeDo Junk Removal and its employees from any and all claims, liabilities, damages, or expenses arising from your use of the service, including violations of this Agreement.
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10. Client Conduct and Onsite Behavior

Clients are expected to maintain a respectful and non-hostile demeanor toward WeDo Junk Removal personnel at all times during pickup visits.

- Abusive, threatening, aggressive, or otherwise inappropriate behavior toward our staff will not be tolerated under any circumstances.
- We reserve the right to immediately cease service and vacate the property if our team feels unsafe.
- In such cases, the scheduled service will be marked as forfeited, and no refund or rescheduling will be offered.

- Continued inappropriate conduct may result in termination of services and permanent account deactivation at our discretion.
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11. Governing Law

These Terms and Conditions are governed by the laws of the state in which the services are provided. Any disputes shall be resolved in the local courts of that jurisdiction.

12. Acceptance

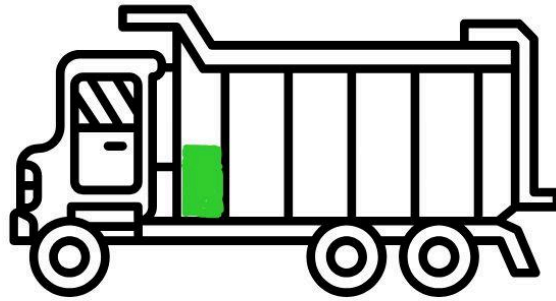
By subscribing to any of our plans, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.

Client Signature: _____

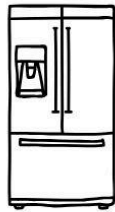
Print Name: _____

Date: _____

Exhibit A - Package Examples



Rookie Package - Bronze Tier
Single Item = ~1 Cubic Yard



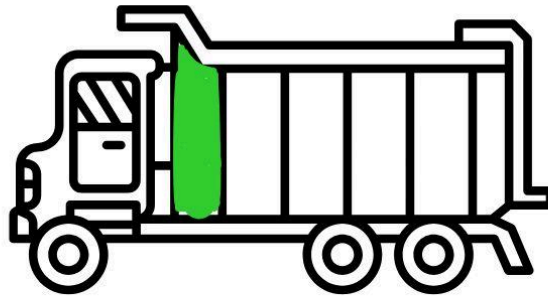
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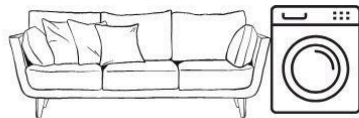
OR



Graphic examples of Bronze Tier Package



Captain Package - Silver Tier
Approx. $\frac{1}{3}$ truck load = ~ 3 Cubic Yards

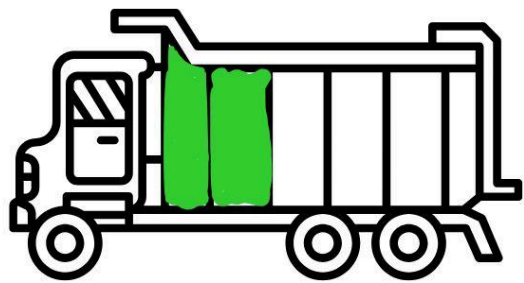


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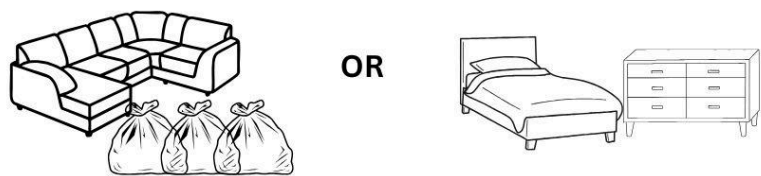


Graphic examples of Silver Tier Package

Exhibit A Continued - Package Examples



Major Package - Gold Tier
Approx. ¼ truck load = ~ 5 Cubic Yards



Graphic examples of Gold Tier Package