

Table to Farm Compost, LLC

Terms & Conditions

Updated January 2019

Thanks for your interest in Table to Farm Compost's (TFC) residential pick up service! Our mission statement is simple: to provide organic waste collection to residents and businesses of Durango, create nutrient-rich compost and soil amendments, and support soil health and local agriculture through the distribution of compost. We are also committed to providing the best possible service and generating the highest level of customer satisfaction. These terms and conditions are meant to ensure that everyone is on the same page as we move forward.

What we will do for you:

- Once you sign up, you will receive a welcome email that will let you know what to expect next. Your green bucket with lid will be dropped off at your door within 1-2 business days. It will be emptied and a clean bio-bag will be placed in your bucket once a week on your recycling day.
- We will provide you with a 5-gallon bucket and airtight locking lid. Note that in the winter-time we often swap out our standard lids for EZ Peel lids because the standard Gamma Seal Lids can be difficult to remove in freezing temperatures.
- Every week, we will come pick up your bucket and lid and replace it with a new clean bucket between 8AM and 6PM.
- To receive compost back as part of our service, please request it online. We will drop-off approximately 3-5 gallons of compost in a burlap bag within one week of your request if compost is available. If compost is not available, we will let you know what the timeframe will be for drop-off. Please keep the bag and return it to us the next week. Compost is available for customers on a first-come, first-served basis, and may not always be available depending on the quantities left at the farm or access in winter conditions.

What you will do for us:

- Tell all your friends, neighbors, and co-workers about Table to Farm Compost!
- Place compostable materials in your bucket. This includes: fruits, vegetables, wood chips, sawdust, eggshells, nuts, coffee grounds, teabags, unbleached coffee filters, and compostable paper-based dish-ware. Please limit meat and dairy products.
- You will not place non-compostable materials in your bucket such as bones, plastic, rubber, animal waste, or anything else that doesn't biodegrade well. Please check packaging. Many items that say "compostable" only decompose at very high temperatures. Any compostable items rated at 180 degrees or more will not break down in our piles.
- Place your bucket on the curb at or before 8AM, but no earlier than 6AM, on your pick up day, and retrieve your bucket before 8PM. If the curb is inaccessible because you live in an apartment or condo, or for any other reason, notify us via email and we will work out a different location for pick up.
- Store your bucket indoors. During the warmer months, this is to keep bears and other wildlife away. During the colder months, this limits frozen buckets/lids/food scraps. We invest in more expensive airtight locking lids to greatly reduce or entirely eliminate any odors that you have to smell and to reduce conflicts with wildlife.
- You will not over fill your bucket (the lid must be able to close to keep wildlife away!).
- Be responsible for your bucket. Any lost, stolen, or damaged buckets (and lids) may incur up to a \$18 replacement fee. This is what each bucket costs us.

What it will cost:

- Household subscriptions are \$18/month for weekly pick-ups, plus a one-time \$5 bucket fee when you first sign up. This amount will be owed prior to any pick up, and can be paid online at www.tabletofarmcompost.com. Payments are made for the upcoming month of service. You also have the option of paying \$108 upfront for 6-months of service.
- Glass collection is an optional add-on for residential service at a cost of \$5/mo. This can be paid as part of an autopay subscription at \$23/mo or part of a one-time payment at \$138/6-months.
- One-time payments will be invoiced prior to each 6-month period. Invoices can be paid by credit/debit card, bank transfer, or check.
- Any accounts overdue by more than 30 days will be closed and we will notify you prior to suspending pick-up.

Pick Up Schedule

- In most cases, TFC follows the City of Durango recycling schedule. Your pick-up day will be the same as your recycling day. Durango West II's pick up day is Monday, Edgemont is Wednesday, and the small area within our service area but outside of the City up Florida Road is Friday.
- TFC's holiday schedule is similar to the City of Durango's recycling schedule. However, we will not skip weeks entirely, as the City does. Pick-ups on holidays will typically be pushed to the following business day. We will notify you of any changes in schedule due to weather conditions or other unforeseen circumstances via email or text.

Termination of Service

- You may terminate or suspend your service at any time by emailing us at accounts@tabletofarmcompost.com. Refunds are not available.
- TFC reserves the right to terminate service at any time for any reason.
- TFC reserves the right to cancel service on any given day due to extreme weather, unsafe road conditions, holidays, or other operational conditions. You will be notified of such cancellation at least 24 hours prior to your pick-up day, unless extraordinary and unforeseen circumstances apply, and you will be refunded for any pre-paid pick-ups.
- If any dispute over quality of services, timing of service, or any other issue cannot be resolved through discussion, Colorado law will govern this dispute.

Confidentiality and Warranty

- Table to Farm Compost LLC will provide the services listed in this agreement, and its employees, agents, or representatives will keep all subscriber information confidential.

Limitation of Liability

- Table to Farm Compost is not responsible for what happens with its buckets once you have them, so please be careful with them. You are responsible for keeping our buckets safe and in working condition.
- If you receive finished compost from TFC, Table to Farm Compost LLC is not ultimately responsible for the contents and use of the compost you receive. Though we are careful in our composting practices (including regular testing for heavy metals, removing non-compostable materials, and sifting the final product), it's up to you to make sure that the compost is used safely and appropriately.