

JR Trashpacks Terms & Conditions of Trashpack Hire and Usage of Trashpacks July 2025

FULL VERSION

Scheduled Service

JR Trashpacks offers a 4 weekly / 28 day waste collection service.

Supply of Trashpacks

Trashpacks and frames are supplied as part of our service, you are welcome to have more than one Trashpack. The Trashpacks measure 70 x 70 x 98 + 46cm and have a capacity of 480 litres.

Trashpacks are not to be filled above the rim of the frame to ensure they can be clipped down for safe moving and transport. If your Trashpack is filled above the rim, our team will remove waste from it and place it next to your Trashpack.

Under no circumstances will we take away overfilled Trashpacks.

What can go in a Trashpack?

Green waste, non-recycle waste and recyclable waste can all be emptied into our Trashpacks.

What cannot go in a Trashpack

Under no circumstances are the following items to be put in Trashpacks;

Rocks & Gravel, Sand & Soil, Food of any kind, (unless in garbage bags), **Motor Vehicle Parts** (including oil filters and car tyres), **Building Materials** (wood, plaster, tiles, concrete, paint) and **ASBESTOS**.

If any of these items are in the Trashpack it will not be collected. You will be notified to remove the items.

Weight

The maximum collection weight of a Trashpack is 40 kilograms. If your Trashpack is over this weight, we will not remove and empty it.

How much does it cost?

Our 4 weekly / 28 day collection service cost is \$40.00 inc. GST per Trashpack pick-up.

For new and returning customers there is a set up and installation fee of \$30.00 inc. GST.

Ad hoc, one off and out of cycle collections are at an extra cost as follow;

Ad hoc and out of cycle Trashpack collection - \$80.00 each inc. GST

We do not offer one off Trashpack placement, we are a subscription service. We encourage you to consider a small skip bin.

What are your payment options?

We are strictly a prepay service. Our preferred payment method is direct debit in advance of services provided. If you are not comfortable with direct debit we can provide you with a 3, 6 or 12 monthly invoice in advance of services provided. Credit card payment over the phone, Afterpay, Zip Pay and cash are also welcome payment methods. We do not accept cheques.

If you have not pre-paid for your collection there will be no pickup - "No payment, No Pickup"

Customer Details

If you are unable to provide either an email address or mobile number, an administration fee of \$5.00 will apply per invoice for the mailing of paper-based copies and statements.

What areas do you cover?

We cover most of the Greater Hobart area, including as far as Margate, New Norfolk, Brighton and Seven Mile Beach

How often do we collect your Trashpack?

We offer a 4 weekly / 28-day collection service. Dependant on your location and by arrangement we will organise a weekly or a fortnightly pick-up service. If the 4 weekly frequency is not enough for you and we cannot get to your more regularly we offer a second Trashpack bag for your location. We do not offer longer period collections such as 6 and 8 weekly.

If your scheduled Trashpack collection falls on or near a public holiday, we will collect it as close to this date, usually the day before or after.

We provide a customer portal where you can easily see your collection schedule. We also include your next pick up date on invoices and where we can we will remind you when your trashpack is due for collection via sending an SMS or email reminder the day before your scheduled collection.

What if my Trashpack is not accessible on the scheduled pick up day?

We provide our clients with a clear pick-up schedule. You will pay for your scheduled collection if your Trashpack is not accessible.

What if my Trashpack is not full on the scheduled pick-up day?

Your Trashpack will be emptied on the scheduled pick-up date no matter how full or empty it is. You will be charged for the collection.

Out of cycle collection requests

Any Trashpack collection requested by you outside of your scheduled pick update will incur an extra fee. This must be pre-paid and will be \$90.00 inc. GST.

Unforeseeable Circumstances

We will not be liable or responsible for any delay or failure of performance occasioned by strikes, riots, fire, insurrection, embargoes, failure of carriers, inability to obtain materials or transportation facilities, acts of God or of the public enemy, government tariffs and quotas, compliance with any law, regulation or other governmental or court order whether or not valid, or other causes beyond the control of us, irrespective of whether the cause could be alleviated by the payment of money, or the performance is prevented or delayed because of a failure of our machinery or our supplier.

Am I locked into a contract?

No. You must however accept these Terms and Conditions for us to supply you a Trashpack.

Cancellation of your Trashpack Service

We understand you may no longer want and need our service. To cancel your service you are required to please provide a minimum of 7 days notice via phone, text, email or in person.

Whilst we make every attempt to resolve breaches of terms and conditions, if we receive no response or payment, we reserve the right to cancel an account. Our driver will remove the bag and frame and leave any contents.

JR Trashpacks retains the right to refuse service to anyone for any reason at any time cancel your Trashpack service at anytime.

Are there any fees payable when I cancel my service & end my agreement?

No, unless there is anything in the trashpack at the cancellation time, then the normal pick-up fee applies.

Can I suspend my service if I go away on Holidays?

Yes, you have the option to suspend the service if you are going to be away from your property for a period of time. Please contact us at least 7 days before the period of suspension begins.

General

JR Trashpacks has the right to refuse service to anyone not willing to comply with our terms and conditions. By using our services, you are agreeing to abide by our terms and conditions.

ABBREVIATED VERSION FOR INVOICES AND WEBPAGE WITHOUT CLICKING ON LINK

PRICING

Our service cost is \$40.00 inc. GST per Trashpack pick-up.

For new or returning customers an installation and set-up fee of \$30.00 is applies.

We are strictly a prepay service. Refer to our detailed T&Cs for more information on payment options. These include Direct Debit, Afterpay and Zip pay.

COLLECTION OF TRASHPACKS

The Trashpack will be collected on a 4-week basis, 28 days from the last collection.

If collection falls on or near a public holiday, we will collect it as close to possible to this date, usually the day before or after.

The Trashpack is not to be filled above the rim of the frame to ensure we can fold the flaps in and secure it for safe transport to the waste station. Maximum weight of 40kgs per Trashpack.

The Trashpack must be readily accessible on the collection day.

Prohibited items are rocks, gravel, soil, building materials including concrete, tiles, plaster, wood, motor vehicle parts, tyres, asbestos and liquids.

Out-of-cycle collections and picks up require a minimum of 24 hrs. notice and out of cycle collection fees apply.

We understand you may wish to cancel your Trashpack service, at least 7 days notice is required

If there is anything in the trashpack at the cancellation, then the normal pick-up fee applies