

# Bulky waste collection terms and conditions.

1. This service is for domestic residential households only.
2. Before booking residents must check the list of acceptable and unacceptable items on our website. Unacceptable items will not be collected.
3. Items may be collected at any time between 7am and 10pm. Items must be available from 7am for collection during this time.
4. Items must be presented at the kerbside for collection. If this would block access for pedestrians, items can be left in an easily accessible location visible from the kerbside for example, front garden. Items will not be collected from inside a property, garage, or outbuilding.
5. Fridges/freezers must be clean and free of food or liquid, and fully defrosted.
6. A refund will be given:
  - If you cancel the booking before 2.30pm the working day before collection is due
  - If the Isle of Wight Council waste service provider is unable to fulfil the request.