



Service Information Sheet

Prohibited items in any cart, container or roll-off box: No tires, asbestos containing materials, appliances, mattresses, fluorescent bulbs, TVs, monitors, computers, paint, chemicals, solvents, herbicides, pesticides, other hazardous or liquid materials, rocks, concrete, dirt or sod.

Exceptions to prohibited items: Dirt, sod, rocks or concrete can only be disposed of in a 12-yard roll-off box.

Do not compact material into any cart or container. The contents may not empty when tipped. Do not compact material in a roll-off box with an excavator or like equipment.

Bag loose items including food waste, cat litter, animal waste, shredded paper, packing peanuts, grass clippings, leaves, cigarette butts and ashes, used tissues, paper towels and any other like material. Issues caused by a failure to bag is the generators responsibility.

Damage caused by customer negligence will result in added charges equal to the cost of the damage remedy. Do not attempt to move a roll-off box.

Roll carts that are not returned will result in a \$75.00 fee per cart.

Weight Limits: Carts: 35 gallon (50lbs), 65 gallon (100lbs), 95 gallon (150lbs). Containers: 250 pounds per cubic yard. Roll-off Boxes: 20,000 pounds per load. Additional fees may apply for overweight containers.

Load Level: Carts, containers & roll-off boxes cannot be loaded above the top rim. Roll cart and containers lids must be closed to prevent spillage of material onto the ground.

Roll Cart Service Day: Cart must be curbside by 7:00 am on the scheduled day of service.

At owner's risk: Cottage Grove Garbage Service Inc is not responsible for any property damage associated with service delivery to customer. Be sure roll carts, containers and roll-off boxes are placed where the driver can safely service. This includes damage to any concrete or asphalt driveway caused by delivery or removal of a roll-off box.

Issues with service: Contact our office at 541-942-8321 if there is an issue regarding your service. Our office hours are 9:00 am to 4:00 pm Monday through Thursday and 9:00 am to 12:00 noon on Friday. Voicemail is available 24/7.

Holidays: If New Years, Memorial, Independence, Labor, Thanksgiving or Xmas day falls on or before your service day during the work week, your service day will be one day late. If one of the above holidays falls on a Friday, Saturday or Sunday, all services are on schedule.