

Company name			
Registered address incl. postcode		Trading address incl. postcode	
Company reg. number		Sales contact name	
VAT number		Sales contact email	
Website		Sales contact mobile	
Phone		Site opening days and times	
UTR number			
SWIFT / IBAN Number			
Invoicing address incl. postcode			
Invoice Email			
Statement emails			
Telephone number			
Invoice Contact name			
Operating hours/days			
Credit Limit required			
Order Number Required	YES	NO	
Order Number			

Please confirm the status of your company/business – **circle which is appropriate**

Limited company / Public Limited company / Limited Liability Partnership / Sole Trader / Charity / Partnership /

Other

We need your SIC Code for all future collections

We also need your premises code that you want us to use

Our standard Credit terms are 33 Days from Invoice Date (Tick Box and Sign Below)

I confirm that the above information provided is true and correct and the company named above are in agreement of the terms and conditions detailed below

Customers Signature

Position

Name

Date

Please attach a copy of your company paperwork and letterhead

SPECIFIC HAZARDOUS WASTE TERMS & CONDITIONS

1. Explanations

- TSL – refers to Titan Sky Ltd.
- Agreement – refers to our contract with you to provide services and your commitment to abide by the terms below
- Customer – as defined on page 1
- Contract - refers to the order to collect waste and all terms are in place for 12 months
- SLA – refers to the service level agreement or quote of works, such as received verbally, electronically or by post
- Equipment' -refers to containers supplied by TSL
- NCR – refers to Non Conformance Recharge -incorrect description of waste and subsequent additional costs
- COD – refers to Certificate of Destruction

No changes or additions will be binding unless agreed in writing and signed by the company.

2. The agreement starts on the 1ST day of the 1st collection or agreed service provision, it will be for a minimum term of 12 months, and will be auto renewing until cancelled by the customer. This agreement isn't a contract but merely a SLA, this renewal continues until clause 4 is initiated.

4. The customer may end this SLA at the end of each provided service unless the SLA is a scheduled service in the example of a weekly or monthly bin collection, thereby this requires 6 months notice to cancel.

5. The company may end this SLA with immediate effect should the customer breach any clauses of this agreement OR entering into liquidation, receivership OR by having a bankruptcy order entered into.

6. Our payment terms are strictly 30 days from date of invoice. Failure to comply will result in your services being suspended, without further notice. Unless other arrangements are agreed. Our invoices are dated the day of the collection and are not time critical, as are supplied purchase orders these also are not time critical.

7. Any discrepancies must be detailed to the accounts department within 14 working days from receipt of invoice to – accounts@titansky.co.uk

8. Any accounts more than 60 days in arrears could be subject to late payment charges. This is calculated daily and is in line with Bank of England base rate plus 5% of outstanding monies. This is at discretion of the director. Any recovery costs incurred by the company will be passed to the customer

9. All prices specified will be quoted exclusive of VAT – all prices quoted are subject to our 'SLA' and are subject to change should waste be described incorrectly.

10. All wastes collected will be described accurately by the customer. Quotations will be calculated upon the instruction of the customer and any relevant data sheets provided by the customer to the company. It is the customers responsibility to advise us of the Sic and premises code before we collect your waste, otherwise we will assign these and these can not be changed after the collection.

It is and always will be the customers responsibility to present the waste in a manner that is fit for the transport and carriage of on the UK roads, this means all containers are sealed, with nil holes or leaks, they are structurally sound, all pallets are fit for purpose and not broken, nil loose waste is in bags or open containers unsuitable for the waste/product in them. This also applies to the weight of pallets, their sturdiness and condition. We are here to make life easy so let us know prior to collecting as any spillages or damage to vehicles caused by leaks or collapsing pallets is classed as a NCR

11. Waste that is incorrectly described will be referred to as 'NCR' and these items will be liable for surcharges and/or returned to the customer if applicable or allowed.

Please consult your SLA for further details.

Titan Sky will apply the waste hierarchy and any and all of its conditions to the waste collected, this includes the WEEE directive by where we can apply the reduce, reuse, recycle ethos. Some, all or part of collected products may be used in part, part of or in whole by Titan Sky and its subsidiaries under the conditions of this directive unless otherwise directed by the client. Dependent of the waste hierarchy the waste may be reclassified as an asset to enable an alternate process for recycling. Without exception it is the customers responsibility to erase and destroy all personal and confidential data that is recorded on all electronic storage devices. If data is stored on them we can destroy or wipe but ask before we collect as requesting after the collection is often harder than it seems and not guaranteed.

Certificates of Destruction – these will be supplied only after the waste has been destroyed, this may result in the customer receiving our invoice for the disposal without the certificate of destruction, with the 'COD' being received some time after the invoice.

We will do our best to ensure the COD accompanies the invoice but often waste is bulked till a similar waste is due to be destroyed. All waste is stored for destruction is stored securely.

Any video's or photo's of destruction must be asked for prior to the work being awarded. If you have an asset list to be used within the COD please supply that before the collection.

There is a charge of £60.00 per COD

12. The SLA is a specific instruction to work that must be provided by the customer, as such we will send your quotation electronically which will detail the specifics of the waste, if this is wrong please provide the correct information so as we can word it correctly. Detailed within the SLA will be waste specifics, technical information, location and costings. Our quotes come with caveats and by giving us an order to collect your waste you are agreeing to the caveats and terms of each quote relevant to that specific collection

13. 'NCR' loads or items rejected through being described incorrectly will be subjected to surcharges – this can be with us returning the load to you, and/or transporting to an alternative disposal site.

Any NCR will be liable for surcharges. Any loads that are found to be contaminated with a substance other than the waste described will be liable for a surcharge and a manual handling and a demurrage charge, as well as storage and transportation and any notification to the authorities.

So please describe it correctly.

15. Any equipment left on a customers' site will become the responsibility of the customer as soon as it is signed for. Any damages to or theft of this equipment or containers supplied by the company will be covered at the customers' cost. Individual costs will be explained in the SLA prior to the company accepting instructions for services

16. All hazardous waste will be subject to an Environment Agency consignment note fee of £60.00 per load. This is non-negotiable and will form your paper trail for compliance and will provide proof for your auditors that the waste has been disposed of and/or treated responsibly and in line with legislation.

Waste Transfer Notes are charged at £25.00.

17. Demurrage on site is done on a job by job basis. Ordinarily we allow 60 minutes loading time before this charge is activated. Please consult your SLA for individual circumstances for a SLA – unless stated demurrage is £125.00 per hour charged in 30 minute increments after 60 minutes on site

18. Wasted journey charges do apply for incorrect day, date, location, waste type set out by the customer. These are detailed in your SLA and are equal to the quoted rate of transport and any other additional transportation costs. Cancellations must be made within 48hrs of the planned collection otherwise these charges will apply.

19. Compensation or other remuneration is not permitted for failures of service due to traffic, weather, terrorism, foul play or any other force majeure. As detailed in our SLA, the company will offer a full refund for a cancelled service beyond our control only, but compensation will not be given. Any premiums paid for timed deliveries will be refunded should a delay of any kind be incurred, only if the originally planned job still goes ahead.

20. The company reserves the right to remove drivers from site if the required loading equipment is not available, if the loading site is too dangerous, if the waste looks unsafe. The drivers decision is final regarding their acceptance of loading the waste onto the vehicle. Some examples are unsafe ground,

blocked access, activists/protesters. A wasted journey charge will apply in these instances.

21. By agreeing to using TSL and accepting the terms in the SLA you are bound by them for 12 months – we will employ either our own vehicles or those of an approved external contractor. You will be liable for compensation to be paid to TSL should you approach one of these external contractors directly, whilst contracted to the company

22. The compensation due for approaching contractors directly will be equal to your last invoice value or in the instance of this being your 1st invoice then equal to that in its entirety – this will be added to your next invoice. All notice periods should be served as per clause 2 & 4 of this document

23. All accounts are subject to status. By signing this application from you agree to a credit search being undertaken to ascertain the financial standing of your organisation

24. Our suppliers and customers are required to comply with all applicable laws and regulations. In addition, customers and suppliers are expected to embrace high standards of ethical behavior and to treat their employees fairly and with dignity and respect. It is the policy of both organizations that employees may not accept gifts or inducement in connection with its business, other than items of low value such as diaries.

Please respect this policy to avoid any embarrassment which may be caused by refusal.

I/We agree with these terms and conditions, I understand the duration of the terms and any required notice period. By signing the Credit application I agree to abide by the terms and conditions of these terms and conditions and also agree that there may be additional terms if the scope of the project determines additional terms and conditions – these will be detailed in full and provided without request

Titan Sky Ltd truly appreciate your commitment in using us for your waste disposal requirements, feedback is essential so please tell us how good we are or not...