



# TALKING TRASH NEWSLETTER

## Customer Information

Boxx Sanitation reserves the right to alter route times/days as needed.

Please do not place anything of value near/in your trash & recycling containers on collection day. Absolutely NO hazardous waste, yard waste, paints, motor oils, thinners, pesticides, electronics, computer components, fluorescent bulbs and/or car batteries are to be placed in your trash or recycling. Contact Boxx Sanitation for information on proper disposal of these items.

## Holiday Schedule

Boxx Sanitation recognizes the following holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas Day. If your normal collection day falls on or after the holidays listed, your pick up day will be delayed by one day for that week only. If the holiday falls on a Saturday or Sunday, your pick up will not be interrupted.

## Payment Options

- Boxx Sanitation accepts Visa, MasterCard, checks or cash.
- You may pay on-line at [www.boxxsanitation.com](http://www.boxxsanitation.com)
- Automatic payments are available via credit, debit or checking account withdrawal.

## Special Assessment Fees and Policies

- Returned Check Service Charge: \$35.00
- A finance charge will be assessed 1.5% on all past due balances with a minimum balance of \$5.00.
- Please be sure to make your payments on time. Invoices that remain unpaid for over 30 days may be subject to a late fee of \$20.00 and suspended service.
- If there are any discrepancies on your bill, please contact us within 30 days to resolve the issue.

**Our policy is once a customer has paid for services in advance, the customer has contracted for the ENTIRE duration of their pre-paid monies. \$35.00 container recovery fee assessed at termination.**

## Transfer Station

Boxx Sanitation operates a waste/recycling transfer station. Bring your items to be weighed and disposed of at 3010 Mondovi Rd. Tonnage Fees Apply.

## Temporary Containers

We offer a variety of temporary containers ranging in size. Please call our office for updated availability and rates.

## Extra Items/Pick Ups

We offer pick up of your extra bags or refilled cans at a charge. If you have extras or an extra pick up please call the office to schedule and prepay for this service if applicable.

## Bulk and Heavy Items

### RESIDENTIAL CUSTOMERS ONLY

Please consider donating bulk items to charity prior to disposing. 1 bulk item will be picked up twice per year during designated weeks only. Bulk items can be picked up any time throughout the year for a fee. Please call in advance with an item description to schedule a pick-up. A pre-paid minimum fee of \$50.00 will apply, prices vary by item.

## Yard Waste

### RESIDENTIAL CUSTOMERS ONLY

Yard waste will be picked up twice per year during designated weeks in the Spring and Fall. There will be no charge for up to 10 compostable bags, anything over 10 bags will be charged per bag. Yard Waste is not picked up outside of these 2 weeks. Yard Waste pickup is not available to customers in rural areas or South or West of I-94 or North of WI-29.

**Please have all materials out for collection by 5:00 AM**

**Containers not out by 5:00 AM may be missed and will be subject to an extra pick up charge.**

## Inclement Weather

If we experience inclement weather, we will not jeopardize the safety of the community or employees.

Our routes may get a late start on these days, or we may not be able to run at all. please leave your trash out and we will get it when weather permits. All routes may be delayed a day, even if the bad weather was not on your pickup day. During the winter months, please be sure your can is easily accessible and driveways and sidewalks are shoveled to avoid injuries to our drivers from ice and snow.



**THANK  
YOU  
FOR BEING  
OUR CUSTOMER!**

### Office Hours

Monday-Friday  
8:30 AM - 4:30 PM

**Phone** 715-514-2995

**Fax** 715-514-2984

[info@boxxsanitation.com](mailto:info@boxxsanitation.com)

[www.boxxsanitation.com](http://www.boxxsanitation.com)

### Physical Address

3010 Mondovi Road  
Eau Claire, WI 54701

### Mailing/Payment Address

P.O. Box 3035  
Eau Claire, WI 54702