

HOW TO USE YOUR HIPPOBAG™

1. Take care of the bag

The HIPPOBAG™ is very strong but may be weakened if damaged. Check your bag after unpacking it and avoid puncturing or tearing it during use. Do not use the bag to dispose of sharp objects, hot ashes or anything that may penetrate it.

The HIPPOBAG™ is a single use bag and will not be replaced.

2. Positioning the bag – (Important please read carefully)

Do this before you start to fill it. You may not be able to move it later and any attempt to do so may result in you damaging the bag or hurting yourself.

Bear in mind:

- The HIPPOBAG™ must be left within 4 metres (13 feet) of a public highway.
- The highway must be at least 3.65 metres (12 feet) wide to enable access for the lorry.
- Please be aware that your collection will be carried out by a large lorry. For an idea of scale, please refer to our website or contact us for full specifications.
- The bag must be well clear of any walls, trees, parked cars, overhead wires or anything else that might obstruct the operation of the crane.
- You should not place your HIPPOBAG™ on public highways, pavements or verges without obtaining prior permission to do so from your local authority.
- Should access to the bag be restricted, there may be a charge incurred to accommodate an alternative collection vehicle. Please contact us for more information.

3. Fill the bag

Distribute weight evenly and do not overload or fill the bag above the top edge. Maximum 1 tonne for a Midibag and 1.5 tonnes for a Megabag. If the bag is overfilled, you will be charged extra*.

As a guide:

- **Heavy soil** = 2/3 per bag
- **Rubble** = 3/4 per bag
- **Builders' waste** = level bag

Please Note: The HIPPOBAG™ is intended for the disposal of ordinary household, garden and builders' waste only. The bag should not be used to dispose of hazardous or specialist wastes. Examples include asbestos, fridges, freezers, batteries, electrical goods, gas bottles, liquids, chemicals, clinical or food waste. Sprung mattresses are more costly to recycle or dispose of and therefore are likely to incur a surcharge. For an exhaustive list of prohibited items or for further information regarding a particular waste stream, please contact us or visit the website. You should be aware that failure to comply with this instruction may put you in breach of UK environmental protection laws.

If in doubt, call us for advice.

4. Contact us to arrange collection

Our minimum opening hours are 7.30am to 6pm Monday to Friday and 9am to 1pm Saturday; these hours may be extended during peak season. Alternatively you can book your collection online at www.hippobag.co.uk. Be ready to tell us the type of waste (household, garden, builders'), location of the bag and credit/debit card details for payment. Please note that we do not accept cash in advance or cash on collection. Collection is available from UK mainland areas. The price of collection is printed on the packaging, and is correct at time of printing. Price variations may apply in some areas (e.g. London congestion zone). Please ring or visit website for details. If more than one HIPPOBAG™ is ready for collection from the same address, you'll be entitled to a discount for the second and any subsequent HIPPOBAG™. We will aim to collect your bag within 5 working days, starting from the day after your request.

In accordance with the Consumer Protection (Distance Selling) Regulations 2000 you can not cancel once the service has started and therefore it may not be possible to cancel the collection after the end of the working day on which the bag was booked. However, it may be possible to reschedule the collection in certain circumstances; this is at the discretion of the company.

Please note: If collection is required from a road that is part of the red route network, various restrictions will apply. Therefore you should advise staff of the relevant regulations when booking your collection.

5. Allow access

Make sure that our collection representative can access the collection site at any time between 6am and 9pm seven days a week, even if nobody is there.

Please note that we reserve the right to refuse collection if a bag is positioned beyond the reach of our vehicle, crane operation is obstructed, our collection representative cannot gain access to site, or if the bag is overloaded, overfilled, damaged or contains anything other than ordinary household, garden or builders' waste*.

Please advise staff at time of booking of any restrictions that may apply to the collection site e.g. red route network, no parking, no waiting etc.

If collection is unsuccessful for any of these reasons it may not be possible to issue you with a full refund. Please be aware that the HIPPOWASTE™ fleet are costly to run so for this and environmental reasons we aim to keep mileage to a minimum.

*For more details telephone 0845 850 0 850 or visit

www.hippobag.co.uk

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