

Terms and Conditions

1. Payment Terms

Payment is required on a pro-forma basis from the invoice date unless prior arrangements are in place.

All prices quoted exclude VAT, which will be applied at the current rate.

2. Acceptance of Proposal

By signing and returning the Collection Agreement, you agree to these terms and conditions.

3. Waste Presentation and Responsibility

It is the waste producers responsibility to ensure the waste is legally suitable for transport.

Any required repackaging will incur additional charges.

Where applicable, all containers must be sealed, free of damage, and compliant with the Carriage of Dangerous Goods regulations, no running liquids.

All Hazardous Waste must be in appropriate UN Approved containers, liquids must be in bung top drums, or sealed plastic UN Approved containers/IBC with no leaks, powders and solids must be in clip top UN Approved drums.

Any IBC's containing hazardous waste must be less than 7 years old.

All Acids must be in plastic UN Approved plastic containers.

It is the waste producers responsibility to provide the correct MSDS for all hazardous waste, as an incorrect identification will be deemed as NCR.

If for any reason SDS/MSDS(s) are sourced by Collect & Recycle, it is still the waste producers responsibility to ensure these are correct before collection takes place. Incorrect identification is deemed as NCR.

4. Delays and Prevention

Plastic Expert Ltd is not liable for delays caused by circumstances beyond its control.

5. Non-Conformance Resolution (NCR)

Non-conformance issues will be addressed within 21 days with the following options:

a. Waste processed with additional charges applied.

b. Waste returned to the producer with costs for storage, transport, and associated charges.

Producers have 3 working days to respond to NCR notifications.

Failure to respond will result in waste disposal as outlined in the NCR, with costs invoiced accordingly.

6. Waste Hierarchy and Reclassification

Plastic Expert Ltd applies the waste hierarchy (reduce, reuse, recycle).

Waste may be reclassified as an asset for alternate recycling processes unless directed otherwise by the client.

7. Data Destruction

Customers must erase all personal and confidential data from electronic storage devices before collection.

8. Changes to Technical Information

Any changes to supplied technical information may affect costs and be treated as NCR.

9. Documentation and Certification

All statutory paperwork will be completed accurately.

Part E documentation will be provided within 12 weeks of collection, and certificates of destruction will follow item destruction (where applicable).

If a certificate of Destruction is required, this must be stated prior to the collection. These cannot be obtained retrospectively.

10. Additional Waste and New Streams

Only listed waste will be collected. Any additional waste must be reported in advance.

11. Cancellations and Waiting Charges

Cancellation within 48 hours of collection will incur a charge equal to the transport rate.

Same-day cancellations will incur double the transport rate.

Waiting charges of £95 plus VAT per hour apply after two hours on-site.

12. Rebates and Non-Collection

For rebateable products, non-collection charges include reversed rebates and additional penalties.

13. Contact Restrictions

The customer must not contact disposal sites directly or engage third parties to acquire service-related information. Breaches may result in penalties.

14. Invoicing and Queries

Invoices will be issued within two working days of project completion. Customers have seven days to raise queries in writing via finance@plasticexpert.co.uk.

15. Weight Confirmation

Final invoiced weight will be based on the disposal site's weight ticket. Customers are advised to weigh waste beforehand if unsure.

By proceeding with the order, you agree to the above terms and conditions without prejudice.