

## Urban Compost

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# URBAN COMPOST BALI 2023

## GENERAL TERMS AND CONDITIONS

### 1. OBJECTIVES

The objective of this program is to turn the organics waste into compost, in particular to:

- Keeping organics (food scraps and garden waste) out of landfill
- Creating soil amendment
- Reducing/offsetting the GHG's

### 2. TECHNICAL

#### THE PICKUPS

- Urban Compost Bali provide collection unit (bucket or bag) for accommodating the organics produced by client – the organics should be put inside the collection unit by the clients themselves. We don't collect any organics that is not inside our collection unit.
- The pickups will be done in a fixed day in a week, based on your area, will be informed by our customer service in the beginning of the service. In case there is a change, it will be informed in a day before.
- The collection unit number and the pickups frequency are based on information you have filled in the signup form.
- The pickup point must be fixed in one location – Urban Compost Bali don't responsible to the collection unit that isn't put in the pickup point.
- Once they are picked up, Urban Compost will give back as many clean collection units as we take.
- The fixed pickup day will be informed and may be changed anytime with early notifications.

#### THE COMPOSTING

- All organics collected are sent to either Urban Compost HQ or composter partner.
- All the organics will be through aerobic composting process
- The finished compost will be given back or donated in a way based on information you have filled in the signup form.

### 3. FEE

- The service fee is based on the plan you have chosen in the signup form
- The service fee may be updated anytime with prior notification – can always be seen in the official website page of Urban Compost Bali

### 4. DURATION

- The service valid as long as the service fee is paid.
- For the business account, the service will be bound with working contract that must be signed off by the clients and Urban Compost Bali.
- The minimum service term is 3 months (90 days).
- The service can be paused with notification from the client as long as 2 months (60 days) in maximum – then the validity of service will be extended

### 5. PAYMENT

- Payment should be made in advance.
- For service extension, client will be invoiced in 10 days before the previous service due date.
- The payment should be made by bank transfer.

### 6. CANCELLATION

- The service can be cancelled anytime by the client with early notification
- The cancelled service cannot be refunded

### 7. COMPENSATION

- The collection unit (the bucket and the bag) remains Urban Compost Bali properties but is under responsibility of the client.
- If the collection unit go damaged or missing (including the lid), a compensation is applied, that is Rp 25.000/bucket (the 8L), Rp 45.000/bucket (the 20L) and Rp 55.000/bag