



Scooped & Sorted – Customer Terms & Conditions (Pet Waste Pick-Up Service)

Last Updated: October 2025

1. Introduction

These Terms and Conditions ("Terms") govern the provision of pet waste pick-up and related garden hygiene services ("Services") by Scooped & Sorted ("the Company", "we", "our", or "us") to you, the customer ("you", "your"). By booking, joining our service round, or using our services, you agree to be bound by these Terms. These Terms apply to all recurring and one-off services unless otherwise agreed in writing.

2. Service Overview

Scooped & Sorted provides professional pet-waste pick-up and garden hygiene services, including but not limited to routine collections, deep cleans, and deodorising treatments. Services are carried out at the customer's property and cover only accessible outdoor areas. Waste is collected, double-bagged to minimise smells, leakage, and odours, and placed in the customer's general waste bin for council disposal. Scooped & Sorted does not remove or transport any waste from customers' properties. All waste is double-bagged and placed in the customer's general waste bin for council collection.

3. Service Contract

All customers join on a monthly rolling contract. The contract renews automatically each month unless cancelled with four (4) weeks' written notice via email or post. Cancellations without notice remain chargeable for the next month's services.

4. Service Hours

Operating hours are 7 AM – 6 PM, Monday to Saturday. Times may vary by route, weather, or workload.

5. Customer Responsibilities

Customers must provide safe access and ensure all pets are kept indoors during service. Locked gates or unsafe conditions will result in a full charge for missed visits.

6. Service Limitations

Only solid waste will be collected. For soft or runny waste, we will clean to the best possible standard. If we cannot attend due to breakdowns, illness, or staff shortage, we will endeavour to visit on the next available date.

7. Scheduling & Access

Routine services occur on designated days. Missed visits due to restricted access remain chargeable in full.

8. Pricing & Payment

All payments must be made by bank transfer only. Cash, cheque, or card payments are not accepted. Payment is due in advance or on the first day of each month.

9. Cancellations & Termination

Customers must provide four (4) weeks' written notice to cancel. Fees remain chargeable until the end of the notice period.

10. Health & Safety

Staff use gloves, sanitiser, and disinfectant between visits. Unsafe sites may result in cancelled visits still chargeable in full.

11. Waste Disposal

All collected waste will be double-bagged and disposed of in the customer's general waste bin. Scooped & Sorted does not remove or transport waste from site. We operate in compliance with environmental standards and do not act as licensed waste carriers.

12. Weather & Force Majeure

Severe weather, illness, or staff shortages may cause postponement. Services remain fully chargeable in such circumstances. We will always endeavour to reschedule your visit at the earliest opportunity.

13. Liability

We are not liable for pre-existing damage, hidden hazards, or illness caused by waste present before or after service. Total liability shall not exceed the amount paid for the affected service.

14. Customer Conduct

Abusive or threatening behaviour will result in immediate service termination without refund.

15. Privacy & Data Protection

We comply with the UK Data Protection Act 2018 and UK GDPR. Customer data is never sold or shared.

16. Amendments

Scooped & Sorted may update these Terms as necessary. Continued use of services constitutes acceptance of the latest version.

17. Governing Law

These Terms are governed by the laws of Scotland. Disputes are subject to the exclusive jurisdiction of the Scottish courts.

18. Contact Information

Scooped & Sorted – Pet Waste Pick-Up Service
Duns, Scottish Borders
Tel: 07391 314479
Email: info@scooped-and-sorted.co.uk
Website: www.scooped-and-sorted.co.uk

Customer Signature: _____ **Date:** _____