PLAIN-ENGLISH GUIDE TO OUR TERMS

Shoreline Waste & Hauling LLC

At Shoreline Waste & Hauling LLC, we believe in transparent pricing and clear communication. Legal documents can sometimes feel overwhelming, so we created this straightforward guide to explain exactly what our Terms & Conditions mean for you and your upcoming service or rental.

1. PRICING & ESTIMATES (SECTIONS 3 & 17)

What the contract says: Estimates are non-binding; final pricing is based on actual volume, weight, or type of debris.

What it means for you: Junk removal pricing is directly tied to how much physical space your items fill up in our trailers. If your actual load takes up more or less space than expected, or includes heavily weighted materials, your final price will adjust to reflect the real volume.

2. TRAILER CARE & MOVING (SECTION 4)

What the contract says: Trailers are delivered/picked up exclusively by the Company. Customers cannot tow or relocate them.

What it means for you: For safety and insurance reasons, once we position and lock down a trailer on your property, it must stay right there. Please do not try to hitch it to a personal vehicle or shift its position. If you need it relocated during your rental, just call us and we will gladly take care of it for you.

3. PROPER TRAILER LOADING (SECTIONS 5 & 6)

What the contract says: Debris must remain even and level with the top rail. Improperly loaded trailers are subject to man-hour fees.

What it means for you: To safely travel on Southwest Florida roads, items cannot be stacked above the top edge of the trailer. If a trailer is unsafely overloaded or dangerously lopsided, we cannot legally drive it. If our crew has to manually rearrange or unload items to make the trailer safe for transport, a standard hourly labor rate will apply to cover that extra time.

4. STRICT WEIGHT LIMITS & HEAVY DEBRIS (SECTION 7)

What the contract says: Concrete, dirt, brick, tile, and roofing materials require explicit pre-approval.

What it means for you: Extremely dense materials like concrete, tile, sand, and dirt become heavy very quickly and can easily overload a trailer's legal weight capacity. Because of this, we generally do not accept heavy concrete, tile, or dirt without advance notice and direct approval so we can plan the load safely.

5. PROHIBITED ITEMS (SECTION 8)

What the contract says: No hazardous waste, chemicals, liquids, paint, propane tanks, batteries, or tires.

What it means for you: Local landfills and transfer stations have strict rules against these items due to environmental hazards. If any of these forbidden items are found hidden in a load, the customer is responsible for the specialized disposal fees, fines, or cleanup costs charged by the facility.

6. PROPERTY & DRIVEWAY PROTECTION (SECTIONS 9 & 10)

What the contract says: The Company is not liable for surface impressions or cosmetic damage to driveways or lawns.

What it means for you: Commercial haulers and commercial dump trailers carry serious weight—especially when packed with debris. While our team takes great care during drop-off and pick-up, the sheer weight can occasionally cause minor cosmetic marks or surface shifts on soft asphalt, driveways, or grass. By booking, you acknowledge this natural risk of handling heavy waste equipment.

7. PHOTOS & DOCUMENTATION (SECTION 11)

What the contract says: The Company may take before-and-after photographs of the property and equipment.

What it means for you: Our drivers frequently document the positioning of the trailer and the final state of the load. This ensures we have clear records of property conditions before we arrive and after we leave, protecting both your property and our business from any misunderstandings.

8. ON-TIME PICKUPS & ACCESS (SECTIONS 18 & 19)

What the contract says: Inaccessible trailers trigger trip charges. Overage fees apply if a rental is extended.

What it means for you: Please make sure your driveway or site is clear of blocked vehicles or locked gates on your scheduled pickup day. If our truck arrives and cannot get to the trailer, we have to charge a standard trip fee to cover the wasted route time. If you need to keep a rental trailer longer than planned, just let us know early so we can adjust the schedule and apply standard daily extensions.

Our Commitment to You: We are proud to serve our local Southwest Florida communities with honest, transparent, and high-quality service. If you ever have a question about how to load your trailer or whether a specific material is allowed, please reach out to us before your service day—we are always happy to help!