

Shoreline Waste & Hauling LLC

Customer Service & Trailer Use Explanation

This document is provided to clearly explain the main rules and expectations for using the services of Shoreline Waste & Hauling LLC. It is intended to help customers understand how our junk removal and dump trailer services work. The full Terms & Conditions document governs all services provided by the company.

- Shoreline Waste & Hauling LLC will deliver and pick up the trailer. Customers are NOT permitted to move or tow the trailer.
- Debris must remain level with the top rail of the trailer and must be safely loaded.
- Extremely heavy materials such as concrete, dirt, brick, or roofing materials should be approved before loading.
- Hazardous materials are strictly prohibited, including chemicals, paint, oils, tires, batteries, propane tanks, asbestos, or medical waste.
- The customer is responsible for ensuring the trailer location is accessible and safe for delivery and pickup.
- Loaded trailers and equipment may cause minor impressions on driveways, lawns, or surfaces due to weight.
- The customer is responsible for any damage to the trailer or missing equipment during the rental period.
- If the trailer cannot be retrieved due to blocked access or unsafe loading, an additional trip fee may apply.
- Additional disposal fees may apply if the load exceeds landfill weight limits or contains restricted materials.
- Trailer rentals are for the agreed rental period. Additional daily rental fees may apply for extended use.
- For documentation and liability protection, Shoreline Waste & Hauling LLC may photograph the trailer placement area before and after service.
- Customers are responsible for loading debris safely and maintaining safe conditions around the trailer while it is on their property.

If you have any questions regarding these guidelines or the full Terms & Conditions, please ask before service begins. Our goal is to provide safe, efficient, and reliable service for every customer.