

## **Bulky Waste Collection Service**

### **Terms and Conditions**

**Last Updated: 25 June 2025**

Please read our terms and conditions before you book the Bulky Waste Collection Service, these form the basis of a contract between you and the Council.

### **The Service**

1.

All households have access to book a Bulky Waste Collection Service, in accordance with the Council's [Waste and Recycling Policies](#) available on our website. The Bulky Waste Collection Service that is applicable to these terms and conditions, is an improved service being offered by Bolton Council from 2025 and applies to any households that wish to book a collection of bulky waste. Full details, including service costs, are available on our website - [www.bolton.gov.uk/bulkywaste](http://www.bolton.gov.uk/bulkywaste).

2.

All personal information you provide will be kept in confidence, and in accordance with UK GDPR and Data Protection Act 2018. Data will not be shared and held only for the duration of the contract period and in accordance with the terms and conditions below. You may ask us to correct or remove information you believe to be inaccurate.

3.

The bulky waste collection service is delivered in partnership with Bolton Community Furniture Store.

4.

The service will suspend collections over the two-week festive period in December and January.

5.

All ad hoc bulky collection bookings should be made online. Those that are unable to do so can ring the Customer Services Team on 01204 336632.

## **Card Payments**

6.

Payments must be made in full by debit/credit card. We do not accept cash or cheque payments.

7.

Payment must be made in full at the time of booking. If payment is not successfully received by the Council, your bulky waste collection will not be confirmed, and your personal details will be removed from our system.

8.

There are no discounts available for this service.

## **Order Changes / Refunds Requests**

9.

Residents can request a collection day change, amendment of items, or refund up to 12:30pm the day before the booked collection date. Residents can request this by calling the Customer Services Team on 01204 336632.

10.

Refunds will not be offered if the collection was missed due to customer error. For example, if the item is not in the stated location, the item is wet, and there are health and safety issues associated with the collection location.

## **Bulky Waste Removals and Responsibilities**

11.

The name given when completing the order for the service will be the person who is responsible for the bulky waste materials to be collected.

12.

This service is available for bulky waste originating from domestic households only. Traded businesses are not permitted to use this service. If there is evidence of misuse of the service

or the items described in the application do not meet those presented for collection, the Council reserves the right to cancel the service and not provide a refund.

13.

The Bulky waste collection service is not available to landlords of residential properties or empty properties.

### **Collections**

14.

Pre-booked bulky waste items should be accessible between 7am and 5pm on the day of collection, as specified in your booking. All items must be dry and free of debris. If the bulky item is in a gated garden or indoors (ground floor only), a resident will need to be onsite to grant access.

15.

Items out for collection should be stacked neatly.

16.

All pets should be contained to enable safe access to the bulky items by collection operatives.

17.

Types of bulky waste that **are allowed** as part of this service are listed on our website - [Bulky item collections – Bolton Council](#). This includes a list of items that are **not allowed**.

18.

Items that are not correct, as listed on the application, will not be collected and a refund will not be provided.

19.

All items left for collection should be dry. Any items that are wet can become too heavy to move and therefore will not be removed by our operatives. A refund will not be provided.

20.

Any items containing other waste, such as a fridge still containing spoiled food, will not be collected and a refund will not be provided.

21.

If an item is contaminated (eg. heavily soiled), it is the resident's responsibility to remove the contamination prior to the bulky waste collection. Soiled items will not be removed, and a refund will not be provided.

22.

For health and safety reasons, the contractor will not remove dismantled items such as fitted wardrobes or kitchen units. Only free-standing items, as listed on our website, are accepted.

### **Operational Information**

23.

The Council and its contractor, reserve the right to suspend, delay, cancel or otherwise alter collections in exceptional circumstances including, but not limited to, periods of severe weather, unforeseen staffing shortages or vehicle breakdowns. The Council will communicate with residents during periods of widespread disruption.

### **Other General Conditions**

24.

Queries regarding your bulky waste collection can be made via the Customer Services Team on 01204 336632.

25.

Bolton Council reserves the right to make amendments to terms and conditions at any point. Up-to-date terms and conditions will be available on the Bolton Council website.