



CONVENIENT • HYGIENIC • WATERWISE

KLEEN BIN NORTH COAST

TERMS & CONDITIONS

Last Updated: 1 June 2026

These Terms & Conditions govern the use of Kleen Bin North Coast's services. By signing up for our services, booking through our website, or using our services, you agree to the following terms and conditions.

1. SERVICE OVERVIEW

Kleen Bin North Coast provides residential and commercial refuse bin cleaning and sanitising services across selected service areas within Durban and the KwaZulu-Natal North Coast.

Services are provided on scheduled municipal refuse collection days and are subject to operational routing, weather conditions, municipal collection schedules, and service accessibility.

2. SERVICE DAYS & ACCESS

Bins are cleaned on the same day that municipal refuse trucks empty the bins.

Customers are responsible for ensuring:

- bins are emptied by the municipality;
- bins are left outside and accessible;
- bins are positioned safely for servicing.

Kleen Bin North Coast cannot clean bins that:

- have not been emptied by the municipality;

079 066 2611

admin@nckleenbin.co.za

www.kleenbinnorthcoast.com

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- are inaccessible;
- contain excessive refuse, hazardous materials, building rubble, chemicals or prohibited waste.

If a bin is not emptied by the municipality, the clean may be rescheduled to the next available operational route day at Kleen Bin North Coast's discretion.

3. OPERATING HOURS

Service operating hours are generally:

- Weekdays: 08:00 – 17:00
- Saturdays: 08:00 – 13:00
- Sundays: 08:00 – 13:00

Operational times may vary depending on:

- municipal delays,
- weather conditions,
- route scheduling,
- public holidays,
- operational requirements.

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4. WATER USAGE

Kleen Bin North Coast supplies its own water via specialised cleaning trailers.

Customers are not required to provide water or electricity for standard bin cleaning services.

5. CLEANING PRODUCTS

We use eco-friendly biodegradable cleaning products designed to sanitise and deodorise refuse bins.

While every reasonable effort is made to sanitise bins effectively, Kleen Bin North Coast does not guarantee the complete elimination of all bacteria, germs, pests or odours under all conditions.

6. SERVICE PACKAGES

Available service packages may include:

- Once Per Month
- Fortnightly
- Monthly
- Commercial Cleaning Plans

Pricing may change from time to time at the company's discretion with reasonable notice provided to customers.

Commercial pricing is quoted separately based on operational requirements.

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7. BILLING & PAYMENT TERMS

Residential customers are invoiced monthly in arrears on or around the 22nd of each month.

Payment is due upon presentation of the invoice unless otherwise agreed in writing.

Accepted payment methods may include:

- EFT
- Debit Order
- Approved Monthly Billing Arrangements

Failure to settle outstanding invoices may result in:

- suspension of services;
- cancellation of services;
- professional debt collection procedures;
- recovery of legal costs where applicable.

Customers remain liable for all outstanding balances incurred on their account.

8. DEBIT ORDERS

Where customers elect to use debit order payment methods, additional debit order authorisation terms may apply through approved payment providers, including Netcash or associated financial service providers.

Debit order mandates may be managed separately from website onboarding.

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9. CANCELLATION POLICY

Customers may cancel their service by providing one calendar month's written notice.

Cancellation requests must be submitted to:

admin@nccleanbin.co.za

Outstanding balances remain payable upon cancellation.

Kleen Bin North Coast reserves the right to suspend or terminate services where:

- accounts remain unpaid;
- abuse of staff occurs;
- unsafe working conditions exist;
- operational access is repeatedly unavailable.

10. COMMERCIAL SERVICES

Commercial cleaning services are quoted individually based on:

- number of bins;
- service frequency;
- property type;
- operational access;

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- service location.

Commercial agreements may be subject to separate service-level agreements or customised terms.

11. LIMITATION OF LIABILITY

Kleen Bin North Coast shall not be liable for:

- municipal collection failures;
- delayed municipal collections;
- inaccessible bins;
- damage caused by pre-existing defects to bins;
- losses arising from service delays outside reasonable control;
- indirect or consequential damages.

Customers use the service at their own risk subject to applicable consumer protection laws.

12. WEBSITE & ONLINE BOOKINGS

Website booking requests do not automatically guarantee service activation.

All bookings remain subject to:

- operational approval,
- route availability,
- service area confirmation,

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- payment verification where applicable.

Kleen Bin North Coast reserves the right to decline service requests outside operational service areas.

13. PERSONAL INFORMATION & PRIVACY

By submitting information through the website or booking forms, customers consent to Kleen Bin North Coast collecting and processing personal information for:

- service delivery;
- account management;
- communication purposes;
- operational administration;
- billing and collections.

Kleen Bin North Coast undertakes to handle personal information responsibly and in accordance with applicable South African privacy legislation, including POPIA where applicable.

Please refer to our Privacy Policy for further details.

14. WEBSITE AUTOMATION & COMMUNICATIONS

Customers acknowledge that:

- booking confirmations;
- invoices;
- notifications;

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- operational updates;
- payment reminders

may be delivered electronically via:

- email;
- SMS;
- automated systems;
- CRM workflows;
- third-party integration platforms.

15. CHANGES TO TERMS & CONDITIONS

Kleen Bin North Coast reserves the right to amend these Terms & Conditions from time to time.

Updated versions may be published on the company website.

Continued use of services after updates constitutes acceptance of revised terms.

16. GOVERNING LAW

These Terms & Conditions shall be governed by the laws of the Republic of South Africa.

Any disputes arising shall be subject to the jurisdiction of the appropriate South African courts.

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CONTACT DETAILS

Kleen Bin North Coast

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Email:

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sales@nccleanbin.co.za

Instagram:

@kleenbinnorthcoast

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