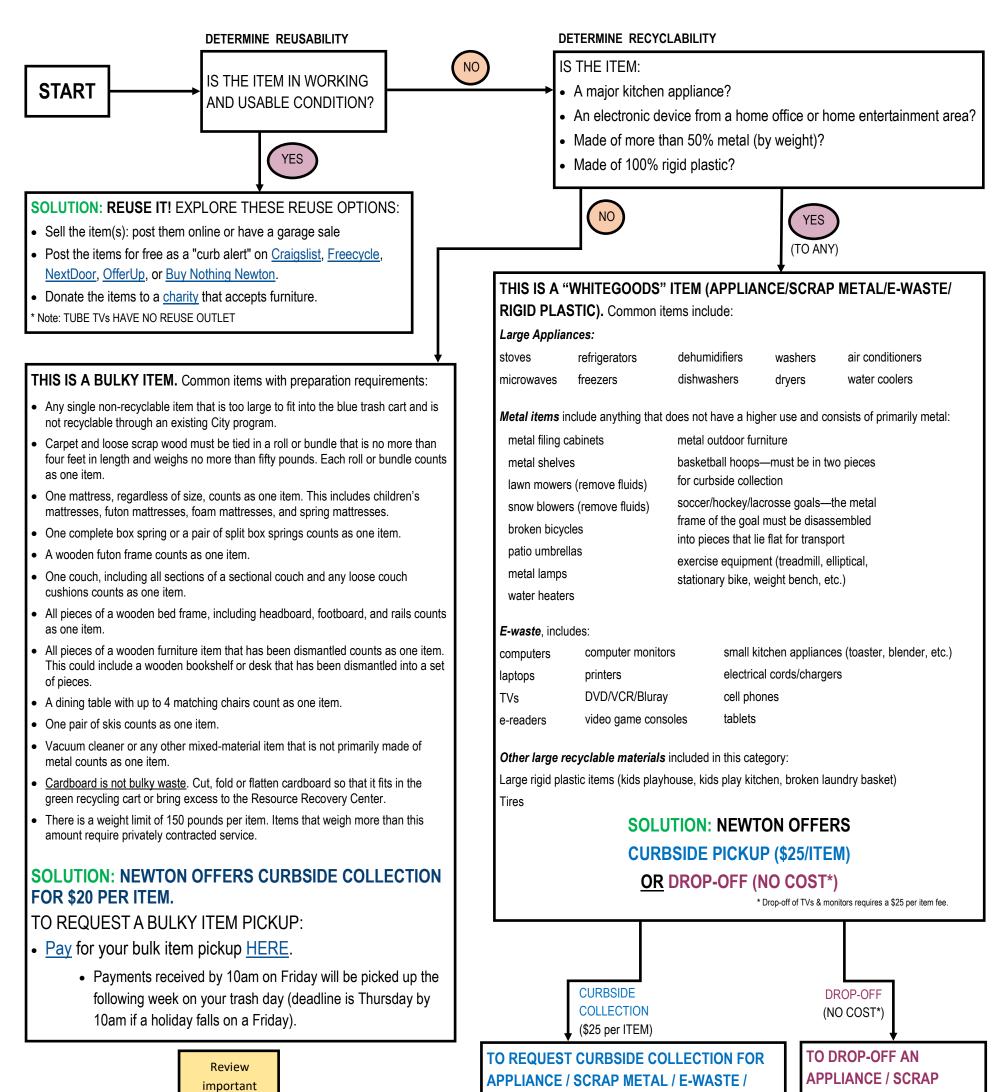
PROBLEM: I HAVE A LARGE ITEM I NO LONGER WANT. HOW DO I GET RID OF IT RIGHT?





WHAT TO EXPECT AFTER PAYMENT TRANSACTION IS COMPLETED:

- 1. You will receive an email within 1-2 business days from Newton Customer Service.
- 2. You will receive a reminder email the business day before your pickup.
- 3. Set the item(s) out by 7am on the collection day.
- 4. You will receive a confirmation email after the collection is complete. **REFUND POLICY**
- A refund will only be issued if a cancellation is processed and you receive a cancellation email by 10am on the business day prior to the collection date.
- No refund will be granted if an item is scavenged from the curb after the above deadline.
- No refund will be granted if an item is not set out on time.

NOTE: An additional request and fee will be required if the item was not set out on time.

RIGID PLASTIC ITEMS:

- <u>Pay</u> for your appliance / scrap metal / e-waste / rigid plastic item pickup <u>HERE</u>.
 - Payments received by 10am on Friday will be picked up the following Thursday (deadline is Thursday by 10am if a holiday falls on a Friday; pickup day will be on Friday if a major holiday falls on Monday).

Review important collection details

METAL / E-WASTE / RIGID PLASTIC ITEM AT NO COST*:

 Take your item to the RRC.
Check in with the attendant.
* Drop-off of TVs & monitors requires a \$25 per item fee. Pay <u>HERE</u>. Proof of payment is required at time of drop-off for TVs & monitors.