



GENERAL

TERMS & CONDITIONS



OBJECTIVES

The objective of this program is to turn the organics waste into compost, in particular to:

- ▶ Keeping organics (food scraps and garden waste) out of landfill
- ▶ Creating soil amendment
- ▶ Reducing/offsetting the GHG's



TECHNICAL

THE PICK UPS

- ▶ Urban Compost Bali provide collection unit (bucket or bag) for accommodating the organics produced by client - the organics should be put inside the collection unit by the clients themselves. We don't collect any organics that is not inside our collection unit.
- ▶ The pickups will be done in a fixed day in a week, based on your area, will be informed by our customer service in the beginning of the service. In case there is a change, it will be informed in a day before.
- ▶ The collection unit number and the pickups frequency are based on information you have filled in the signup form.
- ▶ The pickup point must be fixed in one location - Urban Compost Bali don't responsible to the collection unit that isn't put in the pickup point.
- ▶ Once they are picked up, Urban Compost will give back as many clean collection units as we take. The fixed pickup day will be informed and may be changed anytime with early notifications.

THE COMPOSTING

- ▶ All organics collected are sent to either Urban Compost HQ or composter partner.
- ▶ All the organics will be through aerobic composting process
- ▶ The finished compost will be given back or donated in a way based on information you have filled in the signup form.



FEE

- ▶ The service fee is based on the plan you have chosen in the signup form
- ▶ The service fee may be updated anytime with prior notification - can always be seen in the official website page of Urban Compost Bali



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DURATION

- ▶ The service valid as long as the service fee is paid.
- ▶ For the business account, the service will be bound with working contract that must be signed off by the clients and Urban Compost Bali.
- ▶ The minimum service term is 3 months (90 days).
- ▶ The service can be paused with notification from the client as long as 2 months (60 days) in maximum - then the validity of service will be extended



PAYMENT

- ▶ Payment should be made in advance.
- ▶ For service extension, client will be invoiced in 15 days before the previous service due date.
- ▶ The payment should be made by bank transfer.



CANCELLATION

- ▶ The service can be cancelled anytime by the client with early notification
- ▶ The cancelled service cannot be refunded



COMPENSATION

- ▶ The collection unit (the bucket and the bag) remains Urban Compost Bali properties but is under responsibility of the client.
- ▶ If the collection unit go damaged or missing (including the lid), a compensation is applied, that is :
 - Rp 25.000 each bucket (8L)
 - Rp 55.000 each bucket (20L)
 - Rp 55.000 each bag



SYARAT

DAN KETENTUAN UMUM



OBJECTIVES

Tujuan dari program ini adalah mengubah sampah organik menjadi kompos, khususnya untuk:

- ▶ Menjauhkan organik (sisa makanan dan sampah kebun) dari tempat pembuangan akhir
- ▶ Membuat amandemen tanah (soil amendment)
- ▶ Mengurangi/mengimbangi emisi gas rumah kaca (GRK)



TECHNICAL

PENGANGKUTAN

- ▶ Urban Compost Bali menyediakan tas atau ember untuk menampung sampah organik yang dihasilkan oleh klien – organik tersebut harus dimasukkan oleh klien sendiri ke dalam unit pengumpulan. Kami tidak mengumpulkan sampah yang tidak berada dalam unit kami.
- ▶ Pengangkutan akan dilakukan pada hari tetap setiap minggu, tergantung area Anda, dan akan diinformasikan oleh tim kami di awal layanan. Jika ada perubahan, akan diinformasikan setidaknya sehari sebelumnya.
- ▶ Jumlah unit dan frekuensi pengangkutan disesuaikan dengan formulir pendaftaran yang telah diisi klien.
- ▶ Titik penjemputan harus tetap – Urban Compost Bali tidak bertanggung jawab jika tas atau ember tidak ditempatkan di titik yang telah ditentukan.
- ▶ Setelah diambil, Urban Compost akan mengembalikan tas dan ember sesuai yang kami ambil. Hari penjemputan bersifat tetap dan dapat berubah sewaktu-waktu dengan pemberitahuan sebelumnya.

PENGOMPOSAN

- ▶ Semua sampah organik akan dikirim ke Urban Compost atau mitra pengompos.
- ▶ Semua proses pengomposan menggunakan metode aerobik.
- ▶ Kompos yang dihasilkan akan dikembalikan atau disumbangkan, sesuai informasi yang Anda isi dalam formulir pendaftaran.



BIAYA

- ▶ Biaya layanan sesuai dengan paket yang Anda pilih dalam formulir pendaftaran.
- ▶ Biaya layanan dapat diperbarui kapan saja dengan pemberitahuan sebelumnya, info akan tersedia di halaman resmi Urban Compost Bali.



SYARAT DAN KETENTUAN UMUM



DURASI

- ▶ Layanan berlaku selama biaya layanan masih dibayarkan.
- ▶ Untuk akun bisnis, layanan ini akan diikat melalui kontrak kerja yang harus ditandatangani oleh klien dan Urban Compost Bali.
- ▶ Durasi minimum layanan adalah 3 bulan (90 hari).
- ▶ Layanan dapat dijeda dengan pemberitahuan dari klien selama maksimal 2 bulan (60 hari), dan masa berlaku layanan akan diperpanjang.



PEMBAYARAN

- ▶ Pembayaran dilakukan di muka.
- ▶ Untuk perpanjangan layanan, klien akan menerima tagihan 15 hari sebelum masa layanan berakhir.
- ▶ Pembayaran dilakukan melalui transfer bank.



PEMBATALAN

- ▶ Layanan dapat dibatalkan kapan saja oleh klien dengan pemberitahuan sebelumnya.
- ▶ Layanan yang dibatalkan tidak dapat dikembalikan pembayarannya.



KOMPENSASI

- ▶ Ember dan tas adalah milik Urban Compost Bali, namun menjadi tanggung jawab klien.
- ▶ Jika tas dan ember rusak atau hilang (termasuk tutupnya), akan dikenakan biaya kompensasi:
 - Rp 25.000 per ember (8L)
 - Rp 55.000 per ember (20L)
 - Rp 55.000 per tas