

Terms & Conditions — Merino Skip Bins

Last updated: 9 September 2026

Website copy

1. About these terms

These Terms and Conditions apply to the hire, delivery, placement, collection and disposal services supplied by **Merino Skip Bins** (“Merino”, “we”, “us” or “our”).

By placing an order, accepting a quotation, making payment, or allowing a skip bin to be delivered to your property or site, you (“you”, “your” or “the customer”) agree to these Terms and Conditions.

These terms apply to residential, commercial, trade and construction customers unless we agree otherwise in writing.

Merino Skip Bins provides skip-bin services in Goulburn and surrounding areas, including Marulan, Tarago, Crookwell, Taralga, Bungonia and Towrang, subject to availability and service-area confirmation.merinoskipbins.com

2. Quotes, bookings and payment

All bookings are subject to bin availability, service-area availability, suitable site access and our acceptance of your order.

A quote is not a confirmed booking until we confirm it by phone, text message, email or other written communication.

Unless otherwise agreed:

- Payment is required before delivery.
- All advertised prices include GST.
- Quoted prices are based on the waste type, bin size, hire period, delivery location and access details supplied by you.
- Additional charges may apply where the information supplied at booking is incomplete or incorrect, including where the bin contains prohibited, contaminated, overweight or incorrectly classified waste.
- Prices for green waste, construction and demolition waste, scrap metal, mixed loads or other specialist waste may differ from general household-waste rates and must be confirmed before booking.

Our current website states that general-household-waste bin hires are for **seven (7) days or part thereof**, while separate pricing applies to green waste, construction waste and scrap-metal bins.merinoskipbins.com

3. Hire period and extensions

Unless we agree otherwise in writing, a standard hire period is **seven (7) calendar days or part of a seven-(7) day period**.

The hire period begins on the day the bin is delivered and ends when the bin is collected by Merino Skip Bins.

If you need the bin for longer, you must contact us before the scheduled collection date. An extension may be approved depending on bin availability and may incur an additional hire charge.

If the bin is not ready for collection at the agreed time, including because it is inaccessible, blocked, locked in, overloaded or otherwise unable to be safely removed, additional charges may apply. We may reschedule the collection at our next available time.

4. Delivery, placement and access

You are responsible for ensuring that there is safe, clear and lawful access for delivery and collection.

You must tell us before delivery if there are any relevant access limitations, including:

- Narrow driveways, low branches, overhead powerlines, low structures or restricted turning areas.
- Steep, soft, uneven, muddy or unstable ground.
- Gates, security codes, locked access or restricted site hours.
- Shared driveways, body-corporate requirements, strata rules or other site restrictions.
- Road, footpath, parking, traffic-management or permit requirements.
- Any risk that heavy vehicles may damage driveways, lawns, paths, underground services or other property.

You must ensure that the nominated placement area is safe, reasonably level and suitable for the size and weight of the bin and delivery vehicle.

We may refuse delivery, place the bin in a different reasonably suitable location, or cancel or reschedule delivery if access is unsafe, unlawful or impracticable. Charges may apply where a failed delivery results from incorrect or incomplete site-access information.

5. Footpaths, roads and permits

If a bin is to be placed on a public road, verge, nature strip, footpath or other public land, you are responsible for obtaining any approval, permit, traffic-management arrangement or authority required by the relevant council, road authority, body corporate or landowner.

You must provide evidence of approval to us if requested.

Merino Skip Bins does not guarantee that a bin may be lawfully placed on a road, footpath or public area. If required approvals have not been obtained, we may refuse delivery, move the bin where reasonably possible, or arrange collection. You remain responsible for any applicable

charges, fines, damage or third-party claims arising from unauthorised placement where you requested or allowed that placement.

6. Protecting your property

Skip bins and delivery vehicles are heavy. You are responsible for nominating a suitable placement location and for taking reasonable steps to protect driveways, paving, concrete, lawns, gardens, underground services and other surfaces.

Where reasonably practical, you may place timber boards or other suitable protection at the nominated bin location before delivery. Please discuss this with us before delivery if you are concerned about surface protection.

To the extent permitted by law, Merino Skip Bins is not responsible for damage caused by a bin or vehicle where you have directed us to place or access the bin in a particular area, or where the damage results from unsuitable ground conditions, hidden services, poor access, insufficient surface strength or conditions not reasonably apparent to us.

Nothing in these terms excludes any right or remedy that cannot lawfully be excluded.

7. Permitted waste

The waste accepted in a bin depends on the bin type, quote and booking confirmation.

For a standard **general household-waste** bin, acceptable items may include ordinary household rubbish, furniture, timber, cardboard, plastic, household contents and similar non-hazardous materials, provided they are not prohibited under these terms.

Construction, demolition, green-waste, scrap-metal and other specialist loads must be discussed and agreed with us before booking. Loads may be subject to different pricing, disposal requirements and contamination charges.

All waste must be placed entirely inside the bin. Waste must not protrude above the rim, overhang the sides or doors, or prevent the bin from being safely covered, lifted, transported or collected.

8. Prohibited and restricted waste

You must **not** place prohibited, hazardous, regulated, contaminated or unsafe materials in the bin unless we have expressly agreed in writing that we can lawfully accept the specific material.

Prohibited or restricted materials include, but are not limited to:

- Asbestos or any material suspected of containing asbestos.
- Hazardous chemicals, pesticides, herbicides, solvents, acids, fuels or cleaning chemicals.
- Paint, oils, grease, petrol, diesel, lubricants or other liquid waste.
- Gas bottles, LPG cylinders, fire extinguishers, pressurised containers or aerosols.
- Batteries, including vehicle, lithium-ion and household batteries.
- Tyres, unless specifically approved in writing.

- Explosives, ammunition, fireworks or flammable materials.
- Clinical, medical, pharmaceutical, biological or infectious waste.
- Radioactive materials.
- Chemicals, drums or containers that held hazardous substances.
- Electrical or electronic waste, unless specifically agreed.
- Food waste, putrescible waste, animal waste or dead animals, unless specifically agreed.
- Soil, fill, excavation material, contaminated soil, asbestos-contaminated material or material suspected of being contaminated.
- Any material that is illegal to transport, dispose of or accept at the intended disposal facility.

If you are unsure whether an item is allowed, contact us **before** placing it in the bin.

Under NSW requirements, it is an offence to transport waste to a place that cannot lawfully accept it, and certain higher-risk wastes are subject to licensing and tracking rules. NSW EPA guidance also states that waste classes must not be mixed to dilute contaminants; mixed waste may need to be classified according to the highest-risk component.[epa.nsw+1](#)

9. Contamination and additional charges

If a bin contains prohibited, contaminated, incorrectly classified or otherwise unacceptable material, we may, at our discretion:

- Refuse to collect the bin until the material is removed.
- Require you to remove the material before collection.
- Arrange removal, sorting, cleaning, treatment or disposal of the material.
- Charge additional transport, labour, waiting-time, cleaning, disposal, contamination, administration or regulatory-compliance costs.
- Report the matter to the relevant authority where required by law.

You are responsible for all reasonable costs we incur as a result of prohibited, contaminated or incorrectly described waste in your bin.

Where a bin is booked as green waste, scrap metal, clean fill or another separated waste stream, it must contain only the agreed material. Mixed loads may be reclassified and charged at the applicable mixed-waste or contaminated-waste rate.

10. Overfilled and unsafe bins

You must not overfill the bin.

For safety and legal transport reasons:

- All waste must remain below the top rim of the bin.
- Nothing may protrude from the sides, front, rear or top of the bin.

- Bin doors must be closed and secured before collection.
- Waste must be distributed as evenly as reasonably possible.
- Heavy items must not create an unsafe or unliftable load.

We may refuse to transport an overloaded or unsafe bin. If this occurs, you must remove or rearrange the excess material before collection. A return-visit, waiting-time or additional collection charge may apply.

11. Your responsibilities while the bin is on site

You are responsible for the bin from delivery until collection, including ensuring that:

- The bin is used only for lawful waste disposal.
- The bin is not moved, relocated, lifted, towed, modified or interfered with.
- The bin is not set on fire or exposed to hot ash, burning materials, chemicals or hazardous substances.
- Children and unauthorised persons are kept away from the bin where appropriate.
- The bin is not used for storage of valuable items, personal belongings or materials intended to be retained.
- Access remains clear for collection.
- The bin is not filled by third parties with prohibited or unauthorised waste.

You are responsible for the actions of your employees, contractors, tenants, visitors, neighbours and any other person who places waste into, moves, damages or interferes with the bin while it is at your premises or site.

12. Loss, theft and damage

All skip bins remain the property of Merino Skip Bins at all times.

You are responsible for any loss, theft, destruction or damage to a bin while it is in your care or at your nominated site, except to the extent caused by our negligence or breach of law.

You must notify us promptly if a bin is damaged, moved, stolen, destroyed, vandalised, involved in an incident or cannot be accessed for collection.

We may charge you the reasonable cost of repair, replacement, recovery, cleaning or associated administration where loss or damage occurs while the bin is under your responsibility.

13. Collection and failed collection

You must ensure that the bin is ready and accessible for collection on the agreed date.

Before collection, please ensure that:

- Vehicles, gates, materials and other obstacles do not block access.
- The bin is not overloaded or contaminated.
- The bin doors are closed and secured.

- Any required access instructions, keys, codes or site-contact details are available.
- Animals are restrained and the collection area is safe.

If we cannot safely collect the bin due to access restrictions, incorrect location, an overloaded bin, prohibited materials, locked gates, parked vehicles, unsafe conditions or other customer-caused issues, we may charge a failed-collection or return-visit fee.

Weather, road closures, mechanical issues, emergencies, unsafe conditions and circumstances beyond our reasonable control may affect delivery or collection times. We will use reasonable efforts to communicate changes and reschedule as soon as practicable.

14. Cancellations and changes

If you need to cancel or change a booking, please contact us as soon as possible.

We may charge a cancellation, administration, delivery, collection or restocking fee where a booking is cancelled after a bin has been allocated, dispatched or delivered, or where costs have already been incurred.

If you cancel before dispatch and we have not incurred material costs, we will use reasonable efforts to minimise any charge.

Any refund will be assessed according to the work already performed, costs already incurred and your rights under the Australian Consumer Law.

15. Liability and consumer rights

Nothing in these terms is intended to exclude, restrict or modify any consumer guarantee, warranty, right or remedy that cannot lawfully be excluded under the **Australian Consumer Law** or other applicable law.

Where legally permitted, Merino Skip Bins' liability for loss or damage arising from our services is limited to resupplying the relevant service or paying the reasonable cost of having the service supplied again.

To the maximum extent permitted by law, Merino Skip Bins is not liable for indirect or consequential loss, loss of profit, loss of business, loss of opportunity, delay, inconvenience or costs arising from matters outside our reasonable control.

Consumer guarantees apply automatically to goods and services supplied to consumers, and customers may have rights to a remedy if a service does not meet the applicable guarantee.nsw+1

16. Privacy and communications

We collect and use your contact, booking, delivery and payment information to process your booking, provide the service, communicate with you, manage accounts, respond to enquiries and meet legal obligations.

By providing your contact details, you consent to us contacting you about your booking by phone, SMS or email.

We will handle personal information in accordance with our Privacy Policy, where applicable.

17. Changes to these terms

We may update these Terms and Conditions from time to time. The version published on our website at the time of your booking will generally apply to that booking, unless we notify you otherwise or the law requires a different approach.

18. Governing law

These Terms and Conditions are governed by the laws of New South Wales, Australia. Any dispute will be subject to the jurisdiction of the courts and tribunals of New South Wales, subject to any applicable consumer-law rights.

19. Contact us

For bookings, questions about accepted waste, access requirements or these Terms and Conditions, contact:

Merino Skip Bins

Phone: 0495 002 372

Service area: Goulburn 2580 and surrounding areas

Website: merinoskipbins.com.au

Important: Prices shown are for general household waste and include GST. Additional charges may apply for prohibited or contaminated waste, overloaded bins, restricted access, failed collection, extended hire, or waste types not included in your confirmed booking. Please call before booking if you are unsure what waste type you have.

Never place asbestos, chemicals, paint, oils, gas bottles, batteries, tyres, medical waste, hazardous waste or suspected asbestos-containing materials in a bin. Call us first if you are unsure.