Bootstrap Compost, Inc.

Service Contract for Residential Subscribers

Thank you for your interest in Bootstrap Compost! Our mission is to collect and divert organic material from landfills, thereby creating a valuable resource for the local food community in the form of nutrient-rich compost. We aim to give local residents a means to harness the power of organic scraps; to give back to the community what we borrow from the community; to have fun; and to enjoy work. We strive to provide you with the best possible service and are committed to subscriber satisfaction. The following terms are meant to help us meet those goals and to ensure that everyone is on the same page. Check it out, let us know if it’s all good, and let’s get started.

1. Who

Starting on the day of your initial drop (“Initial Bucket Drop Day”) outlined in your Welcome to Bootstrap! email (“Welcome Email”) that is sent to you after you register for service at www.bootstrapcompost.com/sign-up (“Registration”), the following written obligations and responsibilities will be effective between Bootstrap Compost, Inc. (a.k.a. “Bootstrap Compost”) and you (a.k.a. “you”).

2. What Bootstrap Compost Will Do and When

Bootstrap Compost will provide the following services to you:

- On Initial Bucket Drop Day, Bootstrap Compost will deliver a clean compost bucket with liner and lid to your registered address.
- The day we come through your ‘hood (“Pick-Up Day”) is outlined in your Welcome Email.
- Every week or every other week, as indicated by you in Registration, on Pick-Up Day, Bootstrap Compost will remove your full compost bucket between 10 a.m. and 10 p.m., leaving a clean bucket in its place.
- Unless you email otherwise, Bootstrap Compost will provide you with five pounds of finished compost three times a year, during our pre-designated Compost Week! periods. Unclaimed compost will be donated to local school and community garden projects in the Boston area.

3. What You Will Do and When

Bootstrap Compost will pick up your compostable stuff and turn it into compost, delivered fresh to your door. Now here’s what you do:

- You will place compostable materials in the bucket, limited to fruits and veggies; eggshells; bread, grains, and pasta; coffee grounds, filters, and teabags; biodegradable café items; nuts and spices; napkins and paper towels; compostable cutlery; laundry lint; small yard clippings; and flowers.
• You will NOT place noncompostable materials in the bucket, such as meat, bones, cheese, yogurt, plastic, rubber, or anything else that doesn’t biodegrade well.
• You will place the bucket full of compostable material at the designated location each Pick-Up Day before 10 a.m.
• You will inform neighbors, garbage collectors, landlords, housemates, and anyone else who might be interested about the presence of the buckets and what they are used for.
• You may be billed $3 by Bootstrap Compost for any empty buckets that go missing.
• Bootstrap Compost will not pick up compostable material exceeding the size of the 5-gallon bucket provided, but if you are a composter extraordinaire (or have a lot of roommates), you may get another bucket from Bootstrap Compost for an additional $4 per pick-up. Just email us!

4. **How (Much)**

Let’s talk money! The following outlines what pick-up and payment plan you selected.

• Your promise to pay Bootstrap Compost pick-up fees corresponding to your Registration. Fees are outlined at [www.bootstrapcompost.com/pay/](http://www.bootstrapcompost.com/pay/) as well as below.
  You may pay online or by personal check, mailed to Bootstrap Compost, 17 Dalrymple St., #1, Jamaica Plain, MA 02130.
    • Weekly service at a rate of $8 per pickup, occurring every week
    • Biweekly service at a rate of $9 per pickup, occurring every two weeks
• You may pay for multiple pick-ups in one payment by indicating this at the time of payment.
• Your first payment to Bootstrap Compost covers the initial bucket drop-off. This payment is necessary to cover administrative and logistical fees related to setting up your account.
• Just so we’re all on the same page, Bootstrap Compost will email you an invoice periodically indicating what and when your next payment is due.

5. **When Things Don’t Go According to Plan**

Sometimes things happen. Breakups happen, miscommunication results, you go on vacation, you decide to only eat meat from now on. Here’s how to handle these “what-ifs”:

• If you want to end OR temporarily suspend your composting relationship with Bootstrap Compost at any time, you must email Bootstrap Compost 14 days in advance. This ensures we can provide the best service to you, so help us help you by emailing before you go on vacation or skip town for Rio.
• If you end your composting relationship with Bootstrap Compost with 14 days written notice (sniff, sniff), any prepaid pick-ups will be refunded on a pro-rated basis.
• If you do not pay your invoice for Bootstrap Compost’s services by 30 days from the date the invoice is sent to you, Bootstrap Compost may end this agreement by giving 14 days written notice.

• Either you or Bootstrap Compost may end this agreement at any time and for any reason with 14 days written notice.

• Bootstrap Compost reserves the right to cancel service on any given day due to extreme weather, unsafe road conditions, holidays, or operational gripes. You will be notified of such cancellation 24 hours prior to your Pick-Up Day, and your account will not be charged.

• Bootstrap Compost will not provide “make-up” pick-ups following cancellation. If you are a weekly subscriber, your service will resume on Pick-Up Day the following week. If you are a biweekly subscriber, your service will resume on your Pick-Up Day in two weeks. If you absolutely need to get rid of your scraps, and we can schedule an additional pick-up for $5.

• Any matters relating to the cancellation or suspension of service will be made via email.

• If there is any dispute over quality of services, timing of services, or any other compost-pick-up-related issue that can’t be resolved by talking it out, Massachusetts law will govern.

6. Confidentiality and Warranty

Bootstrap Compost and its employees, agents, or representatives will keep all subscriber information confidential. Further, Bootstrap Compost will provide the services listed in this agreement and meet its obligations using the same or better standards of care used by other service providers in the area.

7. Limitation of Liability

Unfortunately, Bootstrap Compost is not responsible for what happens with its buckets once you have them, so please be careful with them. Also, Bootstrap Compost is not ultimately responsible for the contents and use of the compost you receive. Though we are careful in our composting practices (including regular testing for heavy metals, removing noncompostable materials, and sifting the final product), it’s up to you to make sure that the compost is used appropriately for whatever you want to use it for (e.g., don’t wear it as a hat).