

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 and let's get started.

1. Who

Starting on the day of your initial drop ("Initial Visit 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 Visit Day, Bootstrap Compost will deliver a clean compost bucket with liner and lid to your registered address.
- The day we come through your community ("Pick-Up Day") is outlined in your Welcome Email.
- Every week or every other week (biweekly), as indicated by you in your Welcome Email, on Pick-Up Day, Bootstrap Compost will remove your full compost bucket between 7 a.m. and 9 p.m., leaving a clean bucket in its place.
- You may request via our website or email 6 pound shares of finished compost at any point in time. Bootstrap Compost will provide up to 6 shares of finished compost each calendar year.

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, including fruits and veggies; eggshells; bread, grains, and pasta; coffee grounds, filters, and teabags; meat, bones, cheese, and yogurt; 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 plastic, rubber, or anything else that doesn't biodegrade during the composting process.
- You will place the bucket full of compostable material at the designated location each Pick-Up Day by 7 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 \$5 per weekly pick-up or \$6 per biweekly pick-up. Any additional bucket thereafter costs \$2 per pick-up. Just email us!

4. How (Much)

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

- You promise to pay Bootstrap Compost pick-up fees corresponding to your Registration. Fees are outlined at www.bootstrapcompost.com/residential-service/ as well as below. You must pay online upon Registration.
 - Weekly service at a rate of \$10 per pickup, occurring every week
 - Biweekly service at a rate of \$12 per pickup, occurring every two weeks
- You will be billed for service in four week increments.
- 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.
- You will be provided with an emailed receipt of your purchase upon each payment. You may request itemized invoices at any point.

5. When Things Don't Go According to Plan

Sometimes things happen. Breakups happen, miscommunication results, you go on vacation, you decide to move to Timbuktu. 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 take off. Any prepaid pick-ups will be refunded on a pro-rated basis.
- If you cancel a pick-up within 48 hours of a scheduled visit, you will not receive a refund.
- 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, and you will be refunded for the cancelled visit.
- Holiday cancellations are communicated in advance, at which time you may choose to receive an extra bucket on the visit prior to the cancelled visit, in lieu of a refund for the cancelled visit. If you do not wish to receive an extra bucket, you will receive a full refund.
- 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 \$6 for biweekly subscribers.

- 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).