



Bin orders are provided on the following terms and conditions

Payment

1. To order a new / replacement bin online, customers need a personal email address. Help to create an email address can be found
either on the My Warrington registration page
or via the Customer Service Advisors (CSAs) in the One Stop Shop.
2. Payments must be made in advance of a bin being delivered to customers.
3. Payment methods include:
 - Online or telephone by credit / debit card
 - One Stop Shop using a credit card / debit card / cash

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4. Charges (for administration and delivery) of a bin are:
 - £25 each replacement / new bin.
5. If your order exceeds the household entitlement*, we won't deliver the bin(s) and no refunds will be given.

*Every household is entitled to purchase:

- **One black** bin
Note You can apply for a second black (red top) bin or a replacement bin. See the guidance on 'Ordering bins' below.
- **Two blue** bins
- **Unlimited green** bins

Note You'll need a garden waste subscription for each bin. Look at our website <https://www.warrington.gov.uk/gardenwaste> for more information

Ordering bins

6. Developers wanting to order a bin for new builds should look at https://my.warrington.gov.uk/service/Developer_bin_orders
7. You do **not** need to order a bin if we've damaged your bin. We'll let you know that we've ordered a replacement and will deliver it.
8. If you are in the process of moving home, please do **not** order a new bin **until you have moved**.

Cancellations

9. You can go to 'My Requests' in your '[My Warrington](#)' account to cancel your order. You'll need your case ID.
10. You can cancel your order at any time, but we won't refund unless you cancel within seven days of the date you ordered. After this seven day period, refunds will **not** be given.

11. Email cancellations / amendments are not accepted.

Your responsibilities

12. Once your new / replacement bin(s) are delivered, it's your responsibility to look after them. We are **not** responsible for any loss or damage after delivery.

13. All bins are council property.

Important notes

14. Reconditioned bins might be used to fulfil your order.

15. To find out how we handle your information, read [Warrington Borough Council's privacy notice](#).