

Bulky waste collection service for non-soft furnishing items

Below is a list of examples of what can and cannot be accepted as part of the [bulky waste collection service](#).

If you have an item that is not on the list or you're unsure about whether it is acceptable, please contact customer services on 01530 454545.

Please note: Upholstered / soft furnishing items can no longer be accepted as part of our standard bulky item collection service due to changes in law. Many of these items contain persistent organic pollutants (POPs) which are a danger to human health and the environment. You can [book a separate collection of these items online](#).

ACCEPTABLE ITEMS

Appliances
Electric recliners (electric ones only)
Bed bases
Bikes
Carpets or underlay (**must be rolled and tied up, no bigger than 6ft**)
Computers
Conservatory wicker furniture (**non-upholstered**)
Cookers
Cupboards (**freestanding**)
Curtains
Desk (**non-glass**)
Dishwashers
Fridge freezers (**no food waste or loose items to be left inside**)
Furniture (**freestanding**)
Garden furniture
Keyboards
Lamps
Lawnmowers (**but not ride on mowers**)
Mattresses (**must be stood up, overly mouldy mattresses will be rejected**)
Prams
Printers
Speakers
Stereo
Strimmers
Toys
Tumble dryers
Vacuum cleaners
Wardrobes (**freestanding**)
Washing machines
White goods

NOT ACCEPTABLE

Asbestos
Bricks
Builders waste (hardcore)
Car parts
Cast iron baths
Commercial items
Concrete Fitted bathroom suites
concrete Slabs
Fitted kitchens
Fluorescent tubes (because of the mercury)
Garden waste
Greenhouses
Motorised vehicle parts
Oil Paint
Patio doors (because of the amount of glass)
Pianos
Rubble
Soil
Tiles (ceramic or roof, wall or floor)
Tyres
Windows
Coloured pallets (red or blue)
Loose bundles of wood
Railway sleepers
Auger range cookers
Upholstered / soft furnishing items - the items below must now be collected separately due to new guidelines. You will need to [book a separate collection of these items](#).
Sofas, settees and armchairs
Manual recliners
Sofa beds – futons
Upholstered chairs of any kind
Upholstered stools
Foot stools/pouffes
Bean bags
Cushions
Sofa cushions
Push chairs
Child car seats (including booster seats)



Please see below for guidelines regarding mattresses and items with glass



Important information

Please note: All mattresses must be in reasonable/clean condition for us to take. We will not take these items if they have mould or pet waste on or have been soiled beyond what our crew consider to be reasonable. The decision will be made by the crew who can assess the item at the time of the collection.

If the item is rejected and is the only item on the booking, we will make a refund. If there are a total of 2-3 items on the booking and one is rejected, no refund will be made. If there are more than 3 items, we will refund the £6.20 charge for the rejected item.

Notice about glass / items with glass panes

Please be aware due to health and safety concerns we cannot take items with large glass panes in them. For example, a cupboard with glass doors.

We do not have the necessary equipment to remove and transport this glass safely and any items with large glass panes will not be collected.

Please be aware that we will take ovens and cookers due to the low risk of the glass being shattered or broken.