

## **Bulky waste collection service for upholstered / soft furnishing items**

Upholstered / soft furnishing items can no longer be accepted as part of our standard bulky waste collection service due to changes in law. These items must be collected separately as they may contain persistent organic pollutants (POPs) which are a danger to human health and the environment.

Below is a list of examples of what we can and cannot accept as part of this service. Items accepted on this service can be booked [online](#) or by calling 01530 454545.

**Important:** All rips and tears in upholstered / soft furnished items **must** be taped up before collection. Where rips and tears are not taped up, we will **not** be able to collect your items.

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

### **ACCEPTABLE ITEMS**

- Sofas/three-piece suites
- Sofa beds
- Armchairs
- Kitchen and dining room chairs (with a padded or upholstered seat and/or back)
- Stools (with a padded/upholstered top)
- Foot stools (with a padded/upholstered top)
- Home office chairs
- Futons
- Bean bags
- Cushions
- Sofa cushions

### **NOT ACCEPTABLE**

- Mattresses
- Electric reclining chairs
- Prams
- Wooden, plastic and metal chairs with no upholstery
- Curtains
- Blinds

The 'not acceptable' items above can be collected on our standard bulky waste collection service. You can [book a separate collection of these items online](#).

**Please note:** All soft furnishings must be in reasonable/clean condition for us to take. We will not take soft furnishings that have mould or pet waste on, or that 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 £7.80 charge for the rejected item.