



REFUND & CANCELLATION POLICY

For Nolan Recycling Ltd customers and website bookings

Last updated: 29 June 2026

This policy explains how cancellations, refunds and account credits are handled for services supplied by Nolan Recycling Ltd. It is intended for use on our website and applies unless a separate written contract, quotation, service agreement or account terms state otherwise.

1. Services covered

This policy applies to services provided by Nolan Recycling Ltd, including:

- skip hire, roll-on roll-off containers and container exchanges;
- wheelie bin, trade waste and scheduled collection services;
- waste transfer station/tipping services;
- transport, delivery, collection, waiting time and failed-visit charges;
- any related waste disposal, material handling or account services.

2. Business customers and consumer customers

Most Nolan Recycling Ltd customers are business, trade, commercial, construction or account customers. Business-to-business bookings are governed by the agreed quotation, written contract, service agreement, account terms and this policy.

If you are a consumer booking a service for personal use online, by telephone, email or away from our premises, you may have statutory cancellation rights. Nothing in this policy affects your legal rights.

3. How to cancel a booking or request a refund

To cancel or request a refund, please contact us as soon as possible and include your name, company name if applicable, site address, booking reference or invoice number, contact details, and the reason for the request.

Telephone	01656 740862
Email	contact@nolanrecycling.co.uk
Address	The Waste Transfer Station, The Old Quarry, Stormy Down, CF33 4RS

A cancellation is not confirmed until Nolan Recycling Ltd has acknowledged it in writing or by telephone. Where a vehicle has already been dispatched, charges may still apply.

4. Cancellations before service starts

Where a customer cancels before the scheduled service starts, we will assess the cancellation based on the stage reached:

- More than 24 hours before the scheduled delivery/collection: normally no cancellation charge, unless special arrangements, permits, third-party costs or additional resources have already been booked.
- Less than 24 hours before the scheduled delivery/collection: a reasonable cancellation or administration charge may apply where staff, vehicles, disposal capacity or third-party services have been allocated.
- Vehicle dispatched or on route: transport, attempted delivery/collection, waiting time or failed-visit charges may apply.



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- Container already delivered: hire/service charges may continue until the container is collected, and collection/disposal charges may apply.
- Bespoke or urgent services: where the service was arranged at short notice or involved special costs, those costs may be deducted from any refund.

5. Consumer 14-day cancellation rights

Where the legal 14-day cooling-off period applies, it usually runs from the day after the contract is made. A consumer can cancel within that period by telling us clearly that they wish to cancel.

If you ask us to begin the service during the 14-day cancellation period, we may charge you for the work already carried out up to the point you cancel. This can include delivery, collection, transport, container hire days, disposal, labour, waiting time and any other proportionate costs already incurred.

If the service has been fully completed within the cancellation period after you requested early performance and acknowledged that cancellation rights may be affected, you may lose the right to cancel that completed service.

6. Waste already collected, tipped or processed

Once waste has been collected, accepted, tipped, sorted, processed, transferred or disposed of, the service cannot normally be cancelled. Disposal and handling charges will remain payable.

Refunds or credits may be considered where there has been a duplicate payment, billing error, agreed overcharge, or where Nolan Recycling Ltd has failed to supply a paid service.

7. Failed visits, access issues and rejected loads

Charges may apply where we are unable to complete a service because:

- safe or reasonable access is not available;
- a container is blocked, overloaded or unsafe to move;
- the customer, site contact or required equipment is unavailable;
- waste is contaminated, misdescribed, prohibited, hazardous, not as booked, or requires reclassification;
- the driver is delayed beyond the agreed waiting time.

Where a load is rejected or requires additional handling, the customer may be responsible for transport, disposal, reloading, return, waiting time, treatment, regulatory or third-party costs.

8. Refunds, credits and timescales

Where a refund is agreed, Nolan Recycling Ltd will normally process it using the original payment method. For account customers, we may issue a credit note against the account instead of returning funds.

Consumer refunds covered by statutory cancellation rights will be processed within the required legal timeframe. Other refunds or credits will normally be processed within 14 working days once approved and once any required checks have been completed.

Refunds may be reduced by reasonable charges for services already supplied, costs already incurred, unpaid invoices, contamination charges, hire charges, failed visits or other amounts due to Nolan Recycling Ltd.

9. Recurring, contract and account services

For recurring collections, account services and contracted commercial work, cancellation periods and notice requirements may be set out in the relevant service agreement or account terms. Where no separate notice period is stated, please contact us as early as possible so we can stop future services and avoid unnecessary charges.



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Cancellation of future services does not remove liability for services already supplied, waste already collected, hire periods already accrued, agreed minimum charges, or outstanding invoices.

10. Changes made by Nolan Recycling Ltd

We may need to rearrange or cancel a service due to vehicle breakdown, operational issues, site safety, severe weather, road closures, compliance requirements, or matters outside our reasonable control. Where this happens, we will aim to offer a rearranged service or an appropriate refund/credit for any service we are unable to supply.

11. How disputes are handled

If you believe a charge, refund or cancellation decision is incorrect, please contact us with the booking reference, invoice number and any supporting information. We will review the matter and respond as soon as reasonably possible.

This policy does not limit any rights that cannot legally be excluded, including applicable consumer rights and statutory rights relating to services supplied with reasonable care and skill.

Website wording note

Before publishing, replace the contact placeholders with Nolan Recycling Ltd contact details and ensure this policy matches your latest quotations, account terms, payment terms and waste acceptance rules.