



ENVIRONMENTAL SERVICES

Refund & Cancellation Policy

KSD Environmental Services Limited | Last updated: 13 October 2026

This policy explains how KSD Environmental Services Limited (“KSD”) handles cancellations, refunds and account credits for skip hire, roll-on roll-off (RoRo) containers, waste transfer, transport, disposal and associated services. It applies to bookings made online, by telephone, email or other agreed methods. Where separate contractual or account terms apply, those terms take precedence to the extent legally enforceable. Nothing in this policy affects statutory rights.

1. Cancelling a booking

Please contact us as soon as possible on 01273 608711 or at info@ksdenvironmental.co.uk, providing your name, booking reference and service address. You may also use any other clear statement of cancellation where you have a statutory cancellation right.

When cancellation occurs	What may apply
More than 24 hours before service	Normally no cancellation charge, except agreed, non-recoverable costs already incurred, where legally recoverable.
Less than 24 hours before service	A reasonable charge may apply for costs or losses arising from resources already committed, where permitted.
Vehicle already dispatched	Applicable transport, attempted service or wasted-journey charges may apply.
Skip or container delivered	Charges for services supplied or hire already accrued may apply, subject to consumer cancellation rights.

Any charge or deduction must be supported by the agreed terms and applicable law. Charges will not be imposed automatically where they would be unfair or unlawful.

2. Consumer 14-day cancellation rights

Consumers entering into qualifying distance or off-premises service contracts may have a statutory right to cancel within 14 days, generally starting the day after the contract is made. The right and any exceptions depend on the booking circumstances.

If you expressly request that services begin during this period, you may be required to pay a proportionate amount for services supplied before cancellation, provided the legal requirements have been met. Where a service has been fully performed following the required express request and acknowledgement, the right to cancel that service may be lost.

Delivery of a skip or container does not, by itself, automatically remove any applicable statutory cancellation right. To cancel, clearly notify us within the relevant period. Any refund will be calculated under applicable consumer law.

3. Failed deliveries, collections and additional charges

Additional reasonable charges may apply where a service cannot be completed due to circumstances attributable to the customer or site, including:

- Restricted, obstructed or unsafe access, or incorrect site instructions.
- An overloaded, blocked or unsafe skip or container.
- An unavailable site contact where attendance is required.
- Prohibited, hazardous, contaminated or incorrectly described waste.
- Delays beyond agreed waiting times, or the need for further visits.

Where additional visits, reloading, reclassification, handling, transport or specialist disposal are necessary, associated costs may be recoverable under the agreed terms and applicable law.

4. Skip and container hire

Hire periods and collection arrangements are governed by the booking terms. Customers must ensure containers are accessible, safe to collect and loaded in accordance with the agreed conditions. Extensions are subject to availability and may incur additional hire charges.

Additional charges may apply for extended hire, overloading, prohibited waste or contamination where properly disclosed and legally enforceable. Non-recoverable public highway permit costs already incurred may be deducted from refunds where legally permitted.

5. Waste collection, tipping and disposal

Once waste has been collected, accepted, processed, transferred or disposed of, those services generally cannot be reversed. Charges for services already supplied remain payable in accordance with the contract and applicable law.

Refunds or account credits may be due for duplicate payments, billing errors, agreed overcharges, services paid for but not provided, or other contractual or statutory entitlements.

6. Deposits and advance payments

Deposits or advance payments may be requested to secure bookings or arrange services. On cancellation, any refund will reflect services already supplied and reasonable costs or losses lawfully recoverable. Deposits are not automatically non-refundable.

7. Refund methods and timescales

Refunds will normally be made to the original payment method unless an alternative is agreed and legally permitted. Refunds arising from statutory consumer cancellation rights will be made within the applicable legal timeframe, generally within 14 calendar days after we are informed of a valid cancellation of a service contract.

Other approved refunds will normally be processed within 14 working days of approval. Lawful deductions will be explained. For business account customers, a credit note may be issued where appropriate under the account terms and applicable law.

8. Commercial customers and ongoing contracts

Trade accounts, recurring services and contracted work may have separate notice periods, minimum charges and service arrangements. Cancellation of future services does not remove liability for amounts properly due for services already supplied or other enforceable contractual obligations.



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9. Changes or cancellations by KSD

KSD may need to postpone or cancel services due to vehicle breakdowns, operational difficulties, unsafe conditions, severe weather, legal requirements or circumstances beyond our reasonable control. We will notify customers as soon as reasonably practicable and, where appropriate, offer an alternative date.

Where KSD cannot provide a prepaid service, an appropriate refund for the service not provided will be made in accordance with the contract and applicable law. This does not limit any non-excludable customer remedies.

10. Complaints and disputes

If you believe a charge or refund is incorrect, contact us with your booking or invoice reference and supporting details. We will review the circumstances and respond as soon as reasonably practicable. This policy does not restrict statutory rights, including the right to services performed with reasonable care and skill.

11. Policy updates

KSD may update this policy from time to time. Updates will not retrospectively remove rights or obligations already arising under an existing booking.

Contact details

KSD Environmental Services Limited

Unit 4, The Old Timber Yard, North Quay Road, Newhaven, BN9 0AB

Telephone: 01273 608711 | Email: info@ksdenvironmental.co.uk