

IMPORTANT WARNING

Beware of Door to Door Solicitation in our Area

As owners of a well respected and locally owned sanitation company, we want to warn our community of a developing situation. Happening now, a large corporate sanitation company headquartered in Florida is sending door-to-door sales people throughout our area using high pressure and unscrupulous sales tactics.

These are not our sales staff, though they may represent themselves as such. They are not collecting payment on our behalf. If need be, we will contact you through mail, phone or email. Furthermore, the claims that we have sold, are selling to whomever, have an agreement with this large company to “take over” our accounts or otherwise disparaging our reputation and stability are simply not true and defamatory.

We value your patronage and loyalty to dependable and high quality service that only a strong locally owned company can offer and would like to offer some advice for dealing with door to door salespersons regardless of the company or service they are representing:

1. Don't engage with door to door sales people at all. Politely close the door.
2. Always ask to see credentials. Sales staff are required by law to be permitted by the jurisdiction in which they are working. They need to readily produce county permits and ID . Sales staff are also required by law to abide by “No solicitation” signs posted at neighborhood entrances and at each individual residence.
3. Do not fall prey to high pressure sales tactics. You don't have to take an offer immediately. Take your time to observe the services and products this company may provide in your area already. Do your research on any service provider . A Youtube or Google search for news in both print and tv formats may be fruitful. Social media searches in local groups will help for recent and localized service and product problems.
4. Ask about the true cost during and after the promotional loss leader rate. What is the rate after the term is up? What are the up charges for supplemental services and products? Often times an aggressive pricing structure will have add on prices designed to make up for the loss by a company on the front end. Lastly, look for other hidden charges like exorbitant cancellation fees.

5. Call the customer service phone number to confirm the details of the offer. Make sure that you have a good experience with timely and professional staff and they confirm the sales pitch offered you.
6. Most importantly....read the entire contract you are signing. Often times a sales pitch doesn't necessarily match what the contract actually says. Will you actually receive the services and products as described by a sales person or will you get only what is in the written contract?

If you feel like you have been deceived or misled by any salesperson, we would like for you to contact us and relay your story. Furthermore, you can join others in filing complaints online with the Georgia Attorney Generals Consumer Protection Division at www.consumer.ga.gov . In addition, formal complaints about violations of local door to door ordinances including violations of no solicitation postings can be made to your local sheriff's department.

We are 32 year residents of northeast Georgia and are proud to have served and will continue to serve our community in which we are based. We understand you have a choice in service providers and hope you continue to support the most dependable, high quality trash and recycling service provider in North East Georgia.