

<b>DOCUMENT TITLE:</b>	<b>CUSTOMER SERVICE AGREEMENT</b>	 Murphy Environmental Hollywood Ltd	<b>DOCUMENT REF:</b>	<b>F6.0.B/AGREE</b>
Responsibility:	Facility Manager		Licence Condition:	0.0
<b>Customer Service Agreement</b> <b>(Agreement will be revised on an annual basis)</b>				

**Murphy Environmental Hollywood Ltd. (W0129-02)**

**T) 01 8433744 F) 01 8433747 E) kathryn\_moonan@murphyenvironmental.ie**


This is a Customer Service Agreement between Murphy Environmental Hollywood Ltd and \_\_\_\_\_ (the Customer) to accept material for recovery/restoration at Hollywood Landfill (Waste Licence W0129-02), Nag's Head, Hollywood Great, Naul, Co. Dublin from sites as submitted on the Query Questionnaire.

**Complete and sign each page of ALL documentation given to you with this contract and include a copy of your or your contractors Waste Collection Permit/s & return all documentation by post to the above address, by fax to 01 8433747 or to the above email address.**

### CONDITIONS OF CONTRACT

1. We will be carrying out compliance testing for a sample of loads arriving on site & visual/odour inspection for all loads. Results must meet with our compliance limits. **In the event of non-compliance, you will be liable for costs for haulage, disposal, laboratory & related charges for removal to a facility agreed by the EPA.**
2. The final decision on waste description (EWC code) & price per tonne rests with Murphy Environmental Hollywood Ltd. Murphy Environmental Hollywood Ltd. reserves the right to change EWC codes & price per tonne should the material arriving on site not meet the description provided by the customer.
3. Where credit has been agreed, terms are **strictly 30 days** from invoice and/or as per the limit set by the company for credit, which ever is achieved sooner.
4. Notwithstanding all of the above, credit facilities are not guaranteed, MEHL reserves the right to enter into alternative arrangements where it is felt appropriate by us to do so.
5. Where a Purchase Order is required, the Purchase Order number must be submitted to Murphy Environmental Hollywood Ltd. prior to waste disposal.
6. Credit facilities will not commence until trade references are verified to our satisfaction.
7. Credit facilities can & will be withdrawn immediately & without notice if the terms for payment are not complied with by the customer & future credit may be withheld.
8. Where a Purchase Order is required, the Purchase Order number must be submitted to Murphy Environmental Hollywood Ltd. prior to waste disposal.
  - Laboratory testing should be carried out where applicable through ALcontrol Laboratories or any other suitable laboratory with appropriate accreditation, requesting the 'Murphy Suite' of Level 1 testing. These test results should be submitted to our offices **before** materials can be accepted, in accordance with our W.A.C.
  - Trucks leaving your site must go directly to Murphy Environmental Hollywood Ltd. A docketing system should be used to show time of departure signed by a competent person prior to leaving your site, which can be verified at our weighbridge
  - Murphy Environmental Hollywood Ltd. reserves the right to alter pricing for material which does not match the description stated in the Query Questionnaire, but still meets the Waste Acceptance Criteria as per W0129-02

**CONTINUES OVERLEAF**

<b>Author:</b> Kate Moonan	<b>Version:</b> 001	<b>Version Date:</b> 1 <sup>st</sup> October 2008	<b>Murphy Environmental Hollywood Ltd.</b> <b>W0129-02</b>	
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**Murphy Environmental Hollywood Ltd. (W0129-02)**

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<b>Details of Customer:</b>			
1. Company Name: _____			
2. Company Address: _____ _____			
3. Contact Name:	A. _____	B. _____	C. _____
4. Telephone No.:	A. _____	B. _____	C. _____
5. Mobile No.:	A. _____	B. _____	C. _____
6. Fax No.:	A. _____	B. _____	C. _____
7. Email Address:	A. _____	B. _____	C. _____
8. Your Waste Licence/Permit No. (where applicable) _____			
9. Accounts Contact: _____		10. Telephone No.: _____	
11. Mobile No.: _____		12. Fax No. _____	

**Contacts:** Must include one person on site in charge of waste removal, one member of Senior Management with authority to issue payment, the signatory to these documents or nominated representative

**DECLARATION OF AGREEMENT**

I confirm that I have read & understand the details set out in this agreement with Murphy Environmental Hollywood Ltd. I confirm that I am completing all attached documentation as per the instructions contained herein. I confirm that I have signed each page of all documentation & where I may have omitted to sign this is unintentional & I am committed on behalf of my company to the terms laid out in this agreement & attaching documentation.

I confirm that I am a competent person to sign this documentation. I confirm that I am acting on behalf of the company named herein in seeking the account facility & committing the company to the terms & conditions. I confirm that the company will be bound by those terms & conditions & abide by them & others as may be amended from time to time.

I confirm that I will notify Murphy Environmental Hollywood Ltd. in writing if my company or sub contractors employed by me cease to hold the appropriate permits/licences necessary for the legal transportation of Waste Materials as described in the documentation issued by the Local Authority or EPA as appropriate, and submitted with this application.

**Signed:** \_\_\_\_\_ **Position Held:** \_\_\_\_\_ **Date:** \_\_\_\_\_