



Branch Address: 11101 Franklin Avenue, Suite 100
Franklin Park, IL 60131 FAX: 630-559-1502

CUSTOMER SERVICE AGREEMENT PURGE SERVICE

Client Information

Sold To Location:

Company Name: Village of Homer Glen Tel: 708-301-0632 x110 Fax: _____
 Address: 15731 S Bell Rd Unit: _____
 City: Homer Glen State: IL Zip: 60491

Purge Service

Collection "C" or Dock Stop "D" Service	Description	Container Type	Service Type	Quantity	Unit Price
C	Community Shred Event (2 trucks)	n/a	onsite	4 hours	\$400 per hour
C	Community Shred Event (box truck)	n/a	onsite	4 hours	\$100 per hour

Minimum Charge: \$ 1000 + fuel per stop Includes: _____

Price Per Unit

Bankers Box (12" x 10" x 15"): \$ _____ Media Small or Large: \$ _____
 Copy Box: \$ _____ Media Type: _____
 File Drawer (15" x 10" x 24"): \$ _____ Blue Bag: \$ _____
 Hard Drive Small or Large: \$ _____ Other (describe): \$ _____
 Notes: April 18 2015 9am-1pm ***box truck to accompany two shredding trucks***

Payment Details

Payment Method: Check Visa MC AMEX C.O.D. (do not collect credit card information, branch will follow up)
 PO# Required: _____ Blanket
 Tax Type: (check and attach certificate) Exempt Service Certificate Resale Certificate Direct Buy Certificate

Shred-it guarantees to deliver the highest quality shredding service at all times. Any complaints about the quality of service which have not been resolved in the normal course of business must be sent by registered letter to the local Shred-it General Manager. If Shred-it then fails to resolve any material complaint in a reasonable period of time, Customer may terminate this Agreement provided all containers are paid for at the then current replacement values or returned to Shred-it in good and usable condition.

I have read and agree to the Terms and Conditions on reverse:

Shred-it USA LLC. ("Shred-it")
 Signed: _____
 Print Name: Tom Cashill
 Position: Inside Sales Executive
 Date: 2.19.15

Company VILLAGE OF HOMER GLEN
 Signed (Authorized Signature): [Signature]
 Print Name: JIM DALEY
 Position: MAYOR
 Date: 02-26-15

Terms & Conditions of Shred-it Customer Service Agreement

- 1. Sole Terms.** All services provided by Shred-it to Customer are subject solely to the terms contained herein and any addenda agreed to by the parties in writing and attached hereto and the then-current Schedule of Ancillary Charges at www.shredit.com ("Schedule"). No term or condition on Customer's purchase order or any other instrument, agreement or understanding shall be binding upon Shred-it unless agreed to by the parties in writing; provided, however, that if a federal, state or local government and agency thereof, or its representative is a party to this Agreement, then any proposed modification, amendment or supplement must be in a writing signed by the President or Executive Vice President of Shred-it. All typographical and clerical errors are subject to correction.
- 2. Shred-it Services.** Shred-it will provide the following services to Customer:
 - (a) Shred-it will: (i) collect Customer's paper and other agreed upon materials ("Customer Confidential Materials" or "CCM") on a mutually agreed basis and (ii) destroy the CCM using a mechanical shredding device (the Destruction Process").
 - (b) Within a reasonable time following completion of the Destruction Process, Shred-it will provide Customer with a Certificate of Destruction.
 - (c) An authorized representative of Customer may, at any time, inspect the Destruction Process.
 - (d) Shred-it will recycle or otherwise dispose of the CCM.
- 3. Shred-it Equipment.** Any containers ("Equipment") provided to Customer by Shred-it are the property of Shred-it. Customer will not file any lien, nor allow to be filed any lien, against any such Equipment. Customer will keep all Equipment in good working order, normal wear and tear excepted. For any Equipment which are moved, damaged, stolen or lost while at Customer's location, Customer shall pay a replacement charge pursuant to the Schedule.
- 4. Service Fee.** Customer will pay a "Service Fee" to Shred-it as set forth on the cover page or applicable Statement of Work. Notwithstanding anything to the contrary, Customer shall pay the Minimum Charge if Customer declines or cancels the shredding service after Shred-it has arrived at Customer's location on the scheduled shredding date and time or if the Customer's offices are closed on the scheduled shredding date.
- 5. Payment Terms.** Customer agrees to pay the Service Fee and all other amounts due immediately upon completion of the Services and in any event no later than five (5) days thereafter. Any payments not received by Shred-it when due will be subject to an interest charge on the unpaid balance of 1.0% per month (or the maximum amount allowed by law). All payments must be in immediately available U.S. funds. The amount of any and all applicable taxes shall be added to the price and paid by Customer unless Customer has provided Shred-it with exemption certificates acceptable to the taxing authorities.
- 6. Ancillary Charges.** Customer agrees to pay ancillary charges according to the Schedule for services performed by Shred-it. The Schedule is incorporated by reference as if fully set forth herein and is subject to change from time to time in Shred-it's discretion.
- 7. Term of the Agreement.** This Agreement shall remain in force until terminated by either Party upon thirty (30) days written notice. Requests for additional services may be made under this Agreement by the Parties' executing a Statement of Work setting out the fees for the service and the particulars of the service. Unless otherwise specified in the Statement of Work, the services shall be provided in accordance with the terms and conditions set out in this Agreement.
- 8. Fuel, Environmental and/or Other Surcharge.** Customer agrees and acknowledges that (a) Shred-it may, upon notice, at any time and from time to time, impose and adjust a fuel, environmental and/or other surcharge of any amount for any duration, all in its sole discretion; (b) notice of any surcharge may be in the form of an invoice; and (c) any surcharge may, from time to time, result in additional profit for Shred-it.
- 9. Excused Performance.** In the event either party is prevented, hindered or delayed from the performance of any act required hereunder by reason of strike, lock-out, acts of God, legal process, failure of power or any other similar reason not directly the fault of such party, or by reason of the other party or its agents, then performance of such act shall be excused for the period of delay and the period for the performance of any such act shall be extended for a period equivalent to the period of such delay.
- 10. Limitation of Liability.** Shred-it is not liable for any loss or damage to or for the repair, replacement or restoration of any CCM or other property of Customer. Shred-it's aggregate liability, if any, arising under this Agreement or the provision of services to Customer is limited to the amount of the Service Fees received by Shred-it from Customer for the particular service. Notwithstanding the foregoing, in no event will Shred-it be liable for any special, indirect, incidental, consequential, exemplary, or punitive damages, loss of profits or revenue, or loss of use even if informed of the possibility of such damages. To the extent permitted by applicable law, these exclusions and limitations will apply regardless of whether liability arises from breach of contract, warranty, tort (including but not limited to negligence), by operation of law, or otherwise.
- 11. Setoff.** Customer will not set off invoiced amounts or any portion thereof against sums that are due or may become due from Shred-it to Customer, its parent, affiliates, subsidiaries or other divisions or units.
- 12. Prohibited Acts / Compliance with Law.** Customer shall: (a) not store in any Equipment any CCM considered to be highly flammable, explosive, toxic, biohazards, medical waste, or radioactive, or any other materials which are otherwise illegal, dangerous and/or unsafe, and (b) comply with all laws, rules and regulations, including but not limited to, all environmental laws and laws governing the confidentiality, retention and disposition of any CCM.
- 13. Indemnification, Attorney Fees & Collection Costs.** Customer shall indemnify Shred-it and its parents, subsidiaries, affiliates, successors and assigns, and each of their respective shareholders, members, officers, and directors, from all losses, liabilities, damages, claims, penalties, fees, expenses, judgments and costs (including reasonable attorney's fees and costs) (collectively, "Damages"), as a result of Customer's actual or threatened breach of this Agreement (including, without limitation, any Damages relating to the Equipment, any Damages relating to the CCM, and any Damages relating to the destruction, removal or disclosure of such CCM). In addition to all other legal and equitable remedies, in the event it becomes necessary for Shred-it to enforce the terms of this Agreement, including but not limited to any action to collect sums due hereunder, Shred-it shall be entitled to an award of its reasonable attorney's fees, litigation expenses and costs of collection.
- 14. Miscellaneous.** This Agreement, any addenda attached hereto and agreed to by the parties in writing and the Schedule constitute the entire agreement between the parties, and supersede any and all prior agreements and arrangements, whether oral or written, between the parties. No modification of this Agreement shall be binding unless in writing, attached hereto, and signed by both parties. Any dispute or matter arising in connection with or relating to this Agreement shall be resolved by binding and final arbitration before the American Arbitration Association ("AAA"). The arbitration shall be conducted pursuant to applicable state or federal arbitration law. Any such dispute shall be determined on an individual basis, shall be considered unique as to its facts, and shall not be consolidated in any arbitration or other proceeding with any claim or controversy of any other party. The exclusive jurisdiction and forum for resolution of any such dispute shall lie in the state where the Customer is located at the closest AAA office. The failure of either party to insist upon the performance of any provision of this Agreement, or to exercise any right or privilege granted to that party under this Agreement, will not be construed as waiving that provision or any other provision, and the provision will continue in full force and effect. If any provision is found to be illegal, invalid, or otherwise unenforceable by any judicial or administrative body, the other provisions will not be affected and will remain in full force and effect. Provisions herein which by their very nature are intended to survive termination or cancellation of this Agreement will survive such termination or cancellation. Any notices to be given by one party to the other will be considered properly given if deposited in the United States Mail, postage prepaid, "Certified Mail, Return Receipt Requested," sent to the Customer at its Head Office identified on the cover page, and if to Shred-it, to the respective Shred-it branch with whom the original contract was signed unless notice of a new address is given and received in accordance with this Section. Customer represents that Shred-it is in no way infringing upon any existing contract between Customer and another service provider.



Branch Address: _____

SERVICE REQUEST

1. Client Information

National Account: # _____

Sold To Location:

Company Name: Village of Homer Glen Tel: 708-301-0632 x110 Fax: _____
 Address: 15731 S Bell Rd Unit: _____
 City: Homer Glen State: IL Zip: 60491

2. Service Details

Ship To Location: (service location) Same as Sold to

Multiple Service Locations: # _____
 (attach addendum with location list)

Company Name: _____ Tel: _____ Fax: _____
 Address: _____ Unit: _____
 City: _____ State: _____ Zip: _____

Bill To Location: Same as Sold to Same as Ship to

Company Name: _____ Tel: _____ Fax: _____
 Address: _____ Unit: _____
 City: _____ State: _____ Zip: _____

Payer: Same as Sold to Same as Bill to Same as Ship to

Company Name: _____ Tel: _____ Fax: _____
 Address: _____ Unit: _____
 City: _____ State: _____ Zip: _____

3. Contacts

Primary contact applies to all

Decision Maker Name:

Name: Heather Tel: 708-301-0632 x110 Email: hkokodynsky@homerglen.org

CSR:

Name: _____ Tel: _____ Email: _____

A/P:

Name: _____ Tel: _____ Email: _____

ALT (Alternate):

Name: _____ Tel: _____ Email: _____

4. Invoice Details

Invoice Type: Local Consolidated Billing Date: _____ (7th, 15th, 22nd, or End of Month)

Note: _____

Payment Method: Check Visa MC AMEX C.O.D. (do not collect credit card information, branch will follow up)

PO# Required: _____ Blanket

Tax Type: (check and attach certificate) Exempt Service Certificate Resale Certificate Direct Buy Certificate



Branch Address: _____

SERVICE REQUEST

5. To Be Completed By Sales Representative

Type of Business: SIC _____ Description: _____
(please see reverse)

Proximity Type: Dense Urban Semi-Urban Remote
Customer Location Size: 0-9 Employees 10-199 Employees 200+ Employees National Multi-Location

Hours of Operation: From 9am To 1pm Restricted Service Times: From _____ To _____
Standard Container: _____ Gallon Container: _____

Container Type: (if more than 8 attach separate list)

Type	Dept/Floor/Location	Type	Dept/Floor/Location
1. _____	_____	5. _____	_____
2. _____	_____	6. _____	_____
3. _____	_____	7. _____	_____
4. _____	_____	8. _____	_____

11 = Standard Container 25 = Mini Container 16 = 64 Gallon Container 17 = 95 Gallon Container OT = Other

Elevator Access: Yes No N/A Parking Restrictions: _____

PPE N°: No Yes and _____

Avoid Service On: M T W T F Off Hours Service: _____

Start of Day Instructions: _____

Site Directions: Community Shred Event

Call Ahead: Yes No _____

Special Instructions: _____

6. For Office Use Only

Account Number: _____

Container Delivery Day: _____

Service Day: M T W T F S S

First Shred Date: _____ Estimated Service Duration: _____

Week #: _____ Grid #: _____ Route #: _____ Sequence: WK1 WK2 WK3 WK4
(A) (B) (C) (D)

Routing Spreadsheet Updated: _____ (initials)

DSM: _____ GM: _____

DATE: _____ DATE: _____

Category Description	SIC Code Description	4-digit SIC
Automotive Services	Miscellaneous Automotive Services	7549
	Passenger Car Leasing & Rental	7515
Agricultural Production	Farming and Agricultural	0291
Business Services	Adjustment and Collection Services	7322
	Advertising Agencies	7311
	Commercial Art and Graphic Design	7336
	Commercial Photography	7335
	Credit Reporting Services	7323
	Data Processing and Preparation	7374
	Employment Agencies	7361
	Miscellaneous Business Services	7389
	Secretarial and Court Reporting	7338
Car Dealers & Gas Stations	Gasoline Service Stations	5541
	New Car Dealers	5511
	Used Car Dealers	5521
Chemical Products	Pharmaceutical Companies	2834
Communications	Cable and Other Pay Television Services	4841
	Miscellaneous Communications	4899
	Radio Broadcasting Stations	4832
	Television Broadcasting Stations	4833
	Telephone Communication	4813
Construction & Contractors	Construction & Contractors	1799
Eating & Drinking Places	Drinking Places	5813
	Restaurants	5812
Educational Services	Business and Secretarial Schools	8244
	Colleges and Universities	8221
	Elementary and Secondary Schools	8211
	Libraries	8231
Engineering, Accounting & Related Services	Miscellaneous Educational Services	8299
	Accounting, Auditing, and Bookkeeping	8721
	Architectural Services	8712
	Engineering Services	8711
	Facilities Support Services	8744
	Management Consulting Services	8742
	Public Relations Services	8743
	Surveying Services	8713
Executive, Legislative & General Government	Executive and Government Offices	9111
	General Government	9199
	Legislative Bodies	9121
Financial	Federal Reserve Banks (Government)	6011
	National Commercial Banks or Credit Unions	6021
	Miscellaneous Financial	6099
	State Commercial Banks or Credit Unions	6022
Food Stores	Grocery Stores	5411
General Merchandise Stores	Department Stores	5311
	Miscellaneous General Merchandise	5399
	Variety Stores	5331

Category Description	SIC Code Description	4-digit SIC
Health Services	Dental Laboratories	8072
	Home Health Care Services	8082
	Hospitals, General Medical and Surgical	8062
	Medical Laboratories	8071
	Miscellaneous Health Services	8099
	Offices and Clinics of Dentists	8021
	Offices and Clinics of Medical Doctors	8011
Hotels and Motels	Skilled Nursing Care Facilities	8051
	Hotels and Motels	7011
Insurance / Real Estate	Insurance Agents, Brokers, and Service	6411
	Insurance Carriers	6399
	Developers	6552
	Real Estate Agents and Managers	6531
	Title Offices	6541
Justice, Public Order and Safety	Correctional Institutions	9223
	Courts	9211
	Fire Protection	9224
Legal Services	Police	9221
	Legal Services	8111
Manufacturing Industry	Manufacturing	3999
Membership Organizations	Business Associations	8611
	Labor Organizations	8631
	Miscellaneous Organizations	8699
	Professional Organizations	8621
Motor Freight Transportation	Transportation and Trucking	4213
Oil & Gas Extraction	Oil & Gas Companies	1389
Personal Services	Funeral Service and Crematories	7261
	Miscellaneous Personal Service	7299
	Tax Return Preparation Services	7291
Printing & Publishing	Book Publishing	2731
	Commercial Printing	2752
	Magazine Printing	2721
	Newspapers	2711
Residential	Residential	9999
Retail (Miscellaneous)	Drug Stores or Pharmacies	5912
	Miscellaneous Retail Stores	5999
	Office Supply Stores	5943
Security & Commodity Brokers	Investment Advice	6282
	Security Brokers and Dealers	6211
Social Services	Child Day Care Services	8351
	Individual and Family Services	8322
	Job Training and Related Services	8331
	Miscellaneous Social Services	8399
	Residential Care	8361
Veterinary Services	Veterinary Services	0741

EMAIL FORM