

FAQ'S

ABOUT THE BAGSTER® BAG

Q: HOW BIG IS THE BAGSTER BAG? ARE THERE MULTIPLE SIZES?

A: The Bagster bag is available in one size only. It can hold up to 3 cubic yards/606 gallons of debris. The bag is 8' long by 4' wide by 2'6" tall, big enough to hold full sheets of plywood or drywall.

Q: HOW STRONG IS THE BAGSTER BAG?

A: The Bagster bag is strong enough to hold up to 3,300 pounds. To ensure the strength of the Bagster bag, fill it according to the directions included with the bag. Do not move or drag your Bagster bag after filling it. The Bagster bag won't tear if punctured, unless sharp objects continue to cut through the material.

Q: WILL THE BAGSTER BAG FILL WITH WATER WHEN IT RAINS? IS IT WATERPROOF?

A: The Bagster bag is not waterproof. Because it is a woven material, it will not hold water or protect anything from getting wet.

Q: IS THERE A WEIGHT LIMIT?

A: The Bagster bag can hold up to 3,300 pounds. For safety reasons, Waste Management can only accept up to one cubic yard of heavy materials such as asphalt, brick, concrete, dirt, plaster, rock, sand, sod, and stucco. Waste Management will NOT collect a Bagster bag that is loaded with more than one cubic yard of heavy debris. (Additional fees may apply if a scheduled collection cannot be performed due to overloading.)

Q: WHAT IS THE BAGSTER BAG MADE OF THAT ALLOWS IT TO HOLD SO MUCH?

A: The Bagster bag is made of a woven material that won't tear if punctured, unless sharp objects continue to cut through the material.

Q: WHO CAN USE THE BAGSTER BAG?

A: The Bagster bag is the perfect cleanup tool for just about anyone with a project:

- HOMEOWNERS
- CONTRACTORS
- LANDSCAPERS
- APARTMENT DWELLERS
- MOVERS
- CONDO OWNERS
- HANDYMEN
- DISASTER RELIEF AGENCIES
- EVENT PLANNERS

Q: HOW LONG CAN I KEEP THE BAGSTER BAG?

A: With no rental fees like with a traditional dumpster, the Bagster bag is yours to keep for as long as you need it. So you can store the Bagster bag until your ready to start your project, and you can use the Bagster bag for as long as your project takes.

Q: ARE THERE ADDITIONAL COSTS ASSOCIATED WITH THE BAGSTER BAG?

A: After your purchase of the Bagster bag, you will only be charged a fee when scheduling a collection. The Bagster bag service typically costs less than renting a metal dumpster and can be more convenient for smaller projects.

USING THE BAGSTER® BAG

Q: WHERE CAN I PLACE MY BAGSTER BAG?

A: Your Bagster bag must be placed on your property at least 5 feet away from any structure or vehicle. It should have 18 feet of overhead clearance from wires, trees, or structures. The center of the bag must be placed on your property no further than 16 feet from the edge of the street. For diagrams or more information, see the Placement Instructions document in the Helpful Documents section.

Q: HOW DO I SET UP MY BAGSTER BAG?

A: Setting up your Bagster bag is simple. Lay the bag flat in a convenient location according to the placement instructions, with the yellow straps on the outside. Next, step inside the bag, and beginning in one corner, fold the sides down and out from the top to give the bag its initial shape. This unique, self-steadying feature makes setup quick and easy.

Since the Bagster bag has flexible sides, it's easier to fill than a traditional, hard-sided dumpster. With the sides folded down, larger, flat items, or heavier debris should be placed in first, as evenly as possible. Continue loading, and roll the sides up as the bag fills.

Q: HOW DO THE SIDES OF MY BAGSTER BAG STAY UP?

A: By folding the sides of the Bagster bag down before you begin filling, you are enabling the unique, self-steadying feature that helps the sides stay up. And because the Bagster bag is made of flexible material, it will conform to the shape of your load, wrapping itself tightly around odd shaped objects at collection time.

Q: CAN I FILL MY BAGSTER BAG UP TO THE TOP?

A: You can fill your Bagster bag with debris or waste up to the top of the Bagster bag. For collection, the yellow lifting straps must be able to connect above the Bagster bag. (Additional fees may apply if your scheduled collection cannot be performed due to overloading.)

Q: CAN I USE MORE THAN ONE BAGSTER BAG AT A TIME?

A: If your project requires larger capacity, you can use multiple Bagster bags at the same time. Collection vehicles can pick up multiple Bagster bags in one trip, and discounts may apply for multiple Bagster bags collected at the same time and same address.

SCHEDULING A COLLECTION

Q: HOW MUCH DOES COLLECTION COST?

A: Collection fees vary depending on your location, but usually cost about \$100. For a quick reference, see the Service Area and Collection Price List document in the Helpful Documents section for collection fee price ranges by state. Or to find specific pricing in your zip code, visit www.thebagster.com.

Q: DO YOU SERVICE MY CITY?

A: Waste Management is expanding the Bagster bag collection service to more areas across the US and Canada. To see if we provide collection service in your area, visit www.thebagster.com.

Q: HOW DO I SCHEDULE A BAGSTER BAG COLLECTION?

A: After you fill your Bagster bag, schedule a collection online at www.thebagster.com or by phone at 1-877-789-BAGS (2247). Our customer care representatives are available Monday through Sunday, from 6 a.m. to 11 p.m. (CST).

Q: HOW DO I PAY FOR THE COLLECTION OF MY BAGSTER® BAG?

A: Payment for your Bagster bag collection and disposal is made to Waste Management at the time your collection order is placed. You can schedule and pay for your collection online, or by phone at 1-877-789-BAGS (2247). Payments can be made using Visa, MasterCard, or American Express. Discover Card is also accepted in the United States. You are not required to be present for collection. Additional fees may apply if the scheduled collection cannot be performed due to non-payment.

Q: HOW DO I CANCEL MY COLLECTION?

A: If you need to cancel your scheduled Bagster bag collection, we require notification within one business day of your scheduled collection. To cancel your collection, please call 1-877-789-BAGS (2247).

Q: WHEN WILL YOU COLLECT MY BAGSTER BAG?

A: Waste Management will collect your Bagster bag within three business days of scheduling your collection. Collections are made Monday through Friday from 6 a.m. to 8 p.m. Please note that you do not need to be present for collection.

Q: WHAT HAPPENS TO THE ITEMS THAT I PUT INTO MY BAGSTER BAG?

A: Waste Management safely disposes of all debris at licensed disposal facilities. We are committed to the responsible disposal of all debris. Please note: If unacceptable items are found in your Bagster bag, your bag will not be collected and you will be responsible for properly disposing of the materials. Additional fees may apply. Unacceptable items include, but are not limited to, anything toxic or hazardous, paint, oil, batteries, fluorescent light bulbs or ballasts, appliances, electronics, food waste, railroad ties, tires, medical waste, pesticides, chemicals, and in some areas, yard waste.

Q: WILL MY BAG BE RETURNED AFTER COLLECTION?

A: For safety reasons, the Bagster bag is a single use product. Bag and contents will not be returned after collection.

The Bagster bag is provided by WM Bagco, LLC, a Waste Management company. Collection services provided by a local operating subsidiary of Waste Management, Inc or a contracted third party, licensed where required by law. Bagster®, Dumpster in a Bag®, and BUY. FILL. GONE.® are marks of WM Bagco, LLC. Waste Management of New York, LLC, NYC BIC #1146.