

## **Payment Policy**

**Effective October 8, 2026**

This Payment Policy applies to services provided by Cooley Pumping LLC and Cooley Sanitation LLC.

## **Payment Terms**

Unless different terms are stated in a written quote, service agreement or approved customer account, payment is due when the service is completed.

Customers with approved billing accounts must pay each invoice by the due date shown on the invoice. Approval of billing terms is at the discretion of Cooley Pumping LLC and Cooley Sanitation LLC.

## **Rentals and Reserved Equipment**

Portable restrooms, restroom trailers, dumpsters, roll-off containers and other reserved equipment may require a deposit or advance payment. Any required deposit, payment schedule and final balance due date will be stated in the customer's quote or rental agreement.

A reservation is not guaranteed until all required approvals, signatures and deposits have been received.

## **Additional Charges**

The original quote may be adjusted when the completed work requires additional labor, equipment, materials, disposal fees or services that could not reasonably be determined before work began.

Additional charges may also apply for:

- Emergency, after-hours or weekend service
- Difficult or restricted access
- Additional rental days or service visits
- Excess weight or volume
- Prohibited or undisclosed materials
- Unsuccessful delivery or service attempts
- Damage beyond ordinary wear

- Cleaning required beyond normal service
- Services requested outside the original scope of work

When practical, Cooley Pumping will notify the customer before performing work that materially exceeds the original scope.

### **Accepted Payment Methods**

Available payment methods may include cash, check, credit card, debit card or electronic payment. Available options will be shown on the customer's invoice or payment request.

### **Past-Due Accounts**

Invoices not paid by their due date are considered past due. Cooley Pumping LLC and Cooley Sanitation LLC may suspend future service, remove rented equipment or require advance payment until the account is brought current.

Any applicable late charges, collection expenses or other account fees will be disclosed on the invoice, quote or service agreement and assessed only as permitted by law.

### **Returned or Reversed Payments**

Customers are responsible for applicable bank, processing or collection costs resulting from a returned check, disputed charge or reversed electronic payment, to the extent permitted by law.

### **Cancellations and Rescheduling**

Cancellation and rescheduling terms may vary based on the service, equipment reserved, work already performed and notice provided.

Charges may apply when equipment or personnel have already been scheduled or dispatched, materials have been purchased, equipment has been prepared, or Cooley Pumping is unable to complete delivery or service because the site is inaccessible.

Any service-specific cancellation terms stated in a quote or rental agreement will control.

### **Refunds and Account Credits**

Payments for properly completed services are generally non-refundable. Refundable deposits and customer overpayments will be returned or credited after final charges, damages, additional service and outstanding balances have been determined.

Customers with a question or concern about an invoice should contact our office promptly so the matter can be reviewed.

**Customer Authorization**

The person requesting service represents that they are authorized to approve the work and accept responsibility for payment. Property owners may remain responsible for services ordered on their behalf when permitted by the applicable agreement and law.

**Contact Us**

Questions concerning an estimate, invoice or payment should be directed to:

**Cooley Pumping LLC / Cooley Sanitation LLC**

101 Railroad Street

Morrison, Iowa 50657

(319) 345-6080

[info@cooleypumping.com](mailto:info@cooleypumping.com)