



Customer Participation Agreement

This Agreement is made between Ball & Doggett Pty Ltd ("Provider") and the undersigned customer ("Customer") for participation in the ecocycle Recycling Program, a closed-loop initiative for the sustainable recycling of approved Ball & Doggett-supplied products.

1. PROGRAM OVERVIEW

ecocycle enables the recycling of signage and print media supplied by Ball & Doggett, made from approved polypropylene (PP) materials. The program provides collection bins for customers to return eligible waste, which is then processed into new material via our recycling partner.

2. CUSTOMER ONBOARDING & PARTICIPATION PROCESS

The Customer agrees to the following process, as outlined in the ecocycle operational workflow:

2.1 Registration

The Customer registers interest via the ecocycle online form.
The ecocycle Admin Team reviews Customer eligibility.

2.2 Eligibility Confirmation

If eligible, bins are delivered via Internal Transfer Ticket (ITT) to the agreed customer location.
If ineligible, the Customer will be notified and may re-apply once eligibility requirements have been addressed.

2.3 ecocycle Bin Rates

A fee of \$400 (plus GST) per bin is charged upfront to the Customer's Ball & Doggett account.
This fee includes bin delivery and return (in conjunction with Ball & Doggett deliveries).

2.4 Usage & Collection

The Customer fills bins with uncontaminated and approved ecocycle media only.
When the bin is full, the Customer contacts the ecocycle Admin Team to arrange bin collection or swap (full for empty) via ITT.

2.5 Return & Holding

Full bins are returned to the nearest Ball & Doggett Distribution Centre (DC).
Bins are stored until the minimum order quantity (MOQ) of bins is reached for pick-up.

2.6 Recycling & Sorting

Bins are collected by Ball & Doggett and processed at its Victorian recycling facility.
Each bin is uniquely identified and traceable via ITTs and tax invoices.

2.7 Contamination & Damage Protocols

If bins are found to contain non-PP or contaminated material, a nominal fee will apply.
If a bin is damaged, unsafe, or unfit for reuse, a replacement fee will be charged to the Customer.

3. MATERIAL REQUIREMENTS

Only Ball & Doggett ecocycle program-approved materials are accepted. Materials must be free from:

- Metal components (e.g. eyelets, screws)
- Adhesives (subject to approval: non-PP laminates)
- Food waste or other contaminants
- PVC, polyester, or PE synthetic materials



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4. FEES AND CHARGES SUMMARY - Prices below are for Heavy Duty Cages (HDC)

Service	Single HDC Fee (AUD)	Double HDC Fee (AUD)	Conditions
Bin setup and collection	\$200 per bin	\$400 per bin	Includes delivery, pickup (with B&D delivery), and processing
Contamination handling	\$300 per bin	\$600 per bin	If non-approved or contaminated materials are found
Bin damage or loss	\$400 per bin (replacement)	\$800 per bin (replacement)	If the bin is returned broken, unsafe, or unfit for reuse
Additional service (low-volume use)	Tiered pricing	Tiered pricing	May apply for customers with minimal Ball & Doggett product usage

- Single HDC - 1150L x 1150W x 1150H mm | Double HDC - 2350L x 1150W x 1200H mm (max weight restriction 2000kg)

5. PROGRAM BENEFITS

- Certified closed-loop recycling for approved products
- Trackable and auditable processes for ESG and corporate reporting
- Preferential rates for high-usage Ball & Doggett customers
- Helps secure product specifications and reduces landfill waste

6. LIABILITY AND NON-COMPLIANCE

- The Customer assumes responsibility for correct bin usage and contents.
- Ball & Doggett reserves the right to:
 - Inspect and test materials
 - Apply surcharges for contamination or misuse
 - Suspend or terminate program access in cases of repeated non-compliance

7. TERM & TERMINATION

- This Agreement remains in effect until either party provides 30 days' written notice.
- Ball & Doggett may terminate this Agreement immediately in cases of serious breach, including repeated contamination or bin care violations.

8. ACCEPTANCE

By signing below, the Customer agrees to:

- Adhere to all operational, contamination, and material requirements
- Pay all applicable fees promptly
- Participate in good faith in the ecocycle program



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CUSTOMER DETAILS

Company Name: _____

ABN: _____

Primary Contact Name: _____

Email: _____

Phone: _____

Delivery Address for Bins (if different from main company address):

Operational Contact (for bin deliveries and collections):

Name: _____

Email: _____

Phone: _____

Number of Bins Requested: _____

Site Induction / Delivery Requirements (if applicable):

Acknowledgement of Fee Acceptance:

☐ I acknowledge and accept the fees outlined in Section 4 of this agreement.

Signature: _____

Name: _____

Title: _____

Date: _____