



## BALANCED LANE BALI REUSABLE CONTAINER USE TERMS & CONDITIONS

Thank you for choosing reusable containers and helping us reduce single-use packaging. Please take a moment to review the terms of using our containers. ☺

### Please note the following:

- The containers are microwavable, but please **do not microwave the lids**.
- Kindly wash all containers thoroughly with dish soap and water before returning them to our driver each day. **Our drivers will not collect dirty containers**.
- If you're unavailable to hand them to our courier, please let us know, and we will help set up a contactless delivery and collection.
- Alternatively, you can hang them for our driver to collect.

### Important Guidelines:

- Containers that are unwashed, damaged, or not returned the next day may result in your packaging being automatically switched to paper.
- If we run out of reusable containers, paper packaging may be used.
- On Fridays and Saturdays, our policy requires us to switch your packaging to paper so we can collect the remaining containers for the following week.
- If you request to still receive containers on these days, we will try our best, but please note that it is not guaranteed.

### Replacement Policy:

If containers are not returned by the end of your service, or we need to dispose of any containers due to the below, a **replacement fee of IDR 50,000 per container** will apply:

- Returned in an unhygienic condition
- Damaged or broken
- Lids warped from being microwaved
- Missing components (clips, lids, lid seals, or steam seals)

If you receive a container that is already damaged, please send us a photo so we can notify our team, as some damage may occur during transport.

Thank you for your cooperation. We truly appreciate your contribution to minimising waste. ☺