

# SHRED ACE

ON-SITE DOCUMENT DESTRUCTION

## Welcome to SHRED ACE

We are excited to kick off your shredding program—designed to help you maintain compliance, protect sensitive information, and enjoy peace of mind. We appreciate your trust in Shred Ace as your information security provider.

Here's a quick guide to help you make the most of your shredding experience!



### Extra Pickups

Need an extra pickup? Just click the “Request Unscheduled Pickup” button at the bottom of our email signature. Or visit our website and select the 'Customer Portal' tab at the top.



### Additional Material

We're happy to shred extra material during your regular pickup. Just let us know if you have more than 20 file boxes so we can plan ahead.



### Scheduling

Our recurring program is scheduled at regular intervals—weekly, every 2 weeks, every 4 weeks, etc. However, factors like holidays, weather, road closures, etc., may occasionally shift our routes by a day or two. While we aim to show up on the same day each week, it isn't guaranteed every time.



### ETA

To keep our pricing competitive, route efficiency is key. While we can't provide an exact ETA for your service date due to the unpredictable nature of our routes, we will always arrive during your specified business hours.



### Autopay

Want to set up AutoPay with your credit card, debit card, or ACH? Just sign in to your payment portal and enroll. It's quick and easy!



### Referral Program

If you're happy with our service and want to refer others to our recurring program, we'd love to thank you with a free pickup! Just email us with any questions, and we can chat further.

### What To Shred

- Office Paper (any color)
- Manila Folders
- Staples
- Paper Clips
- Rubber Bands
- Binder Clips
- Spiral Notebooks
- Hanging File Folders
- Redweld Folders Receipts

### What NOT To Shred

- 3-ring binders
- Garbage of any kind
- Newspapers
- Credit Cards
- CDs
- Cardboard
- Magazines
- X-rays
- Hardcover Books
- Batteries

### HAVE A QUESTION?

Please feel free to send us an email!

