



**455 East Calaveras Blvd  
Milpitas, CA 95035  
(408) 586-3000**

## Participating Stores: Abandoned Shopping Carts Retrieval Program Flow Chart

Enter into a new agreement for the Abandoned Shopping Cart Retrieval Program

Carts shall have at least one or more identification on all carts:

- Name of business
- Telephone #
- Store address

Exceptions – carts will NOT be retrieved if:

- City or designee is not authorized to enter the place or property
- in immediate possession of any third person

City or the City's cart retrieval service to retrieve all abandoned carts within Milpitas city boundaries and not already on owner's property.  
Service Hours: Mon-Fri from 8a-5p excluding Federal and City recognized holidays

Cart Retrieval Service to maintain records:

- # of abandoned carts returned to store
- Date the cart(s) were retrieved
- Date the cart(s) were returned
- Store employee name and signature who accepted *the* returned carts

Abandoned carts to be delivered to store within five (5) business days @ \$12.00 per cart  
Rate subject to change

City to mail monthly invoice to owner

Owner to pay invoice within thirty (30) days from date of invoice. Pay invoice at City Hall or by mail (payment must be received within 30 days)

**If payment is not received within 30 days, owner pays a late charge 50% of invoice amount.** City to submit to owner another invoice containing the late charges to be paid within thirty (30) days from date of late charge invoice

If monthly invoice and late charge are not paid by the deadline, owner is in default of the Agreement for Retrieval of Abandoned Shopping Cart with the City of Milpitas

Owner is no longer a participating store.  
Submit a Cart Removal Prevention Plan Form.

To retrieve future abandoned shopping carts after owner defaults on the agreement, owner shall:

- pay the invoice and late charges and
- pay the \$36 non-participating store per bounty cart rate. Rate subject to change.

If owner desires to participate in the City's retrieval program, owner must enter into a new agreement with the City