

ALL DAY REMOVALS AND STORAGE LTD TERMS AND CONDITIONS

When confirming a booking with All Day Removals and Storage Ltd you are agreeing to the following terms and conditions.

Booking

A deposit is taken to secure your booking date, however if you need to change the removal date, we will hold your deposit and carry it over.

You can only change your date once for free. there are extra charge and we will need to re-quote your move the second time.

We may increase the price if any of the following have changed date, time, address and list of items.

Please notify us if there are any changes in your move.

All deposits are held to Secure your removal booking and Deposit are not refundable.

Our quotations are valid for thirty days from the date quote is issued, additional charges may apply in the following circumstances. If You postpone or cancel this Agreement, we reserve the right to charge you a postponement or cancellation fee according to how much notice is given.

We allow you to change your date once with no extra charge applied, if you change your removal again there is an extra charge to your original quotation.

List of items (inventory)

It is customer responsibility to provide a list of your items, (inventory). We can also come out and do a site survey and make our own inventory.

Delays in transit:

We will not be liable for delays in transit.

We are not responsible for delays on the roads.

Loss and damage:

Please advise us if there is any loss or damages before the vehicle leaves your property, send a email to the office.

If you wish to cancel your booking with us please send the office an email (five working days before your moving date) and we will cancel your removal, any packing material taken you will charged. We do not refund deposits.

Right to hold goods:

We have the right to hold your goods in until all outstanding charges are paid in full.

Packing Service:

You should label all boxes and bags. We are not liable for any over-packed boxes and bags. We do not disconnect electrical appliances unless discussed with office. If extra work is carried out on the day of your removal, there will be an extra charge.

Work not included in the quotation

Dismantle or Assemble furniture from the house or garden unless agreed with the Office. We do not move items from a loft unless safe access is provided. If your furniture doesn't fit through the front door, please organise for your front door to be removed as we do not carry out this service unless agreed with Office.

Vehicle Parking on the day of Removal:

You will need to let us know about any parking problem. You will be liable for a ticket or penalty charge. It is your responsibility to provide a parking permit.

Storage with all-day removals ltd:

If You wish to terminate your storage contract, you must give us at least 10 working days' notice.

We do not store sentimental value items. Late charges are £25. We do not store plants in our garden plants.

All storage payments are paid four weeks in advance, our storage doesn't allow customers to walk in the units for safety reasons. We also use Third party Storage Facility.

You must label all your furniture, boxes and bags and fragile items.

We do not allow other removal company vans or private hire van in our storage.

If we have given you a price including delivering for your item from our Storage this price is valid for thirty days. We are not insured to carry any sentimental Items please arrange for them to be transported.

Travelling with drivers:

You are not insured to travel in the Removal vans, please make your own arrangements to meet the removal van at the destination.

Delay with your keys will be charged at £60 per hour.

It is Customer's responsibility to ensure they open the door for the removal men.

Customers also need to be present while moving is in place.

We do not take responsibility for your keys and your belonging after the removal.

Payments:

Customer will need to make payment before delivery. We accept all card Payments. If you wish to pay with a cheque you will need to pay seven days before your move.

All cash payment will be accepted on the day of your removal.

Payments will be processed in the office from the same card which you use to pay your deposit from.

Your responsibility

Read the terms and conditions, you can find this on our website.

Please read all information on your attached email and if the information is incorrect, contact the office with the correct information.

It is customers responsibility to be present throughout the move if you are not able to be present for any reason please organise somebody to be present on your behalf. You should inform us with this information before the removal.

You should also ensure you have signed all the important documents and job sheets.

If for any reason you are not in the country while your move is in place, please take full responsibility for checking and informing us with updated information.

It is customers responsibility to protect the carpet flooring before the men enter their property.

You should also label fragile on any items you may feel need extra care. Do not put fragile items in a flimsy bag use proper packing materials this can also be provided from the office.

Please allow plenty of room for the men to carry heavy items in and out of your property.

Ensure you have disconnected your washing machine, fridge freezer and other appliances or electronic equipment prior to the removal. Empty and properly defrost and clean refrigerators.