

## **Terms and Conditions**

### Introduction:

These conditions explain the rights, responsibilities, obligations and procedures regarding Your removal. Where we use the word 'You' or 'Your' it means the Customer; 'We', 'Us' or 'Our' means the Remover. For the purposes of this Agreement an item is defined as the entire contents of a box, parcel, package, carton, or similar container, and any other object or thing that is moved, handled or stored by us. Please read the terms and conditions thoroughly.

1. Our Quotation Procedure
  - 1.1 Our quotation is valid for 28 days from the day of issue
  - 1.2 The following occurrences may result in additional charges:
    - 1.2.1 Currency fluctuation, changes in taxation, freight, fuel, toll charges, ferry charges, congestion charges, low emission charges, etc.
    - 1.2.2 If the floor level or description of accessibility is incorrect
    - 1.2.3 If we perform/supply anything not mentioned at the time of booking
    - 1.2.4 If there is a delay or inconvenience accessing the property/properties
    - 1.2.5 If there are any extra items
2. Our Complaints Procedure
  - 2.1 Any complaints made will be taken seriously and if needed, will be taken to a manager
3. What We do not include in the Quotation
  - 3.1 Additional waiting time will not be included in the quotation, but if applicable, it will be added to Your final invoice
4. What We ask You to do
  - 4.1 The Customer must give a full inventory; any extra items (as mentioned before in 1.2.5) will result in additional charges
  - 4.2 The customer must inform Us about any obstructions, lack of parking for our vehicle(s), waiting time, assembling/disassembling, plumbing, extra services required, etc. at the time of booking
5. What happens on the day of the move
  - 5.1 Once we have arrived at the pick-up address, we will begin to load up if the Customer is ready. If the customer is not ready and waiting time was not discussed at the time of booking, additional charges will apply. Items are loaded carefully, with protection if needed
  - 5.2 Once loaded up We will take your belonging to the drop off address
  - 5.3 If we will be storing your belongings, they will be stored safely for the time discussed. If your belongings are going to a second property, they will be placed carefully in the rooms they belong in

6. The Payment Process
  - 6.1 The payment will be discussed at the time of booking
  - 6.2 You are able to pay by card or cash
7. Terms of Cancellation
  - 7.1 To receive a deposit refund you must give 72 hours' notice before cancelling a job
8. Our Disputes Procedures
  - 8.1 All disputes must be in writing
  - 8.2 Any disputes between us will be taken to court if needed