

Terms & Conditions

1) A deposit to secure your removal booking & payment methods is not always necessary.

We do require full payment for packing materials if you wish to do your own packing. We will refund you for any packing materials not used on the day of your removal.

At the end of the removal day, once our lorry is unloaded in to your new address Enfield Removal Services policy is to be paid in full for all removal costs.

Payment method Direct transfer/cash this can be agreed when and at the time of your booking Enfield Removal Services.

2) It is wise to use a qualified person for the disconnection of washing machines, gas cookers & electric cookers.

Even although we can do these jobs ourselves we would have to ask you to sign a disclaimer.

3) It is your responsibility to make every effort to provide parking for our removal lorry as near to the property as possible on the moving day.

The space needed on average is 2 car parking spaces in length.

It is the customers responsibility to contact your Local Council to provide parking permits dispensation or a suspended bay if needed.

It is rare that we receive fines when the above effort is put into place.

4) Goods in Transit Insurance of up to £10,000 per lorry is provided.

The boxes must be sturdy and not over packed. Items should not be protruding & should be clearly labelled.

Maximum weight in our small/medium box is 25 kg.

The same weight is used for our large box.

Please look at the guide lines for more information.

Please ensure you leave plenty of time if you are doing your own packing.

5) Before claiming for broken or lost items against Enfield Removal Services; the removal costs must be paid in full and all funds cleared.

Enfield removal services has a £100 excess for any claim that is made

6) Enfield Removal Services has a 7-day cooling off process from the Removal date for each and any claim made against Enfield Removal Services

7) The following items are exempt from our insurance:

Bullion. Precious metals. Stones and/or articles made of or containing precious metals and or stones. Jewellery and /or watches.

Processed tobacco and or tobacco products.

Palm-top and similar portable computer equipment eg. Mobile phones , laptops

Computers, microchips, microprocessors, central processing units, memory modules, motherboards, expansion boards, and/ or high-tech components of a similar nature.

8) Delays in Transit terms & conditions.

(When there is delay with receiving the keys to your new property.)

If your full job has been quoted (not by the hour), there is no additional charge up for up to a 2 hour delay.

This time starts from the when we park at your new address and are ready to unload.

After the 2 hours, we will charge £12.50 per half hour for each person on your removal job.

If the delay is approaching 4 pm, it is recommended to start looking at a storage facilities as a backup.

It is rare for the removal not to complete where the keys are handed over on the day of removal.

If the job does not complete on the day of removal, you cannot gain access to your new home and we have everything booked in our removal diary for the following day; we would have to unload our lorry and put all items in storage.

This will incur an additional charge of 80 % of the removal value.

You would also need to pay for the storage costs.

If this happens you can contact your solicitor to get advice on how to claim for your additional costs from the third party at fault.