

Terms and Conditions

Please read through all of our terms & conditions, if there is anything which you do not understand or are concerned about please ring us and we will be happy to discuss the details with you.

Bookings.

Arrival / Delivery Times

We will do their best to arrive at the times quoted, however arrival times are estimated. Delays are sometimes unavoidable. We will contact you if our men are going to be early/late via the contact number you provided at the time of booking.

Payment Requirements

Payment terms are cash or card payment on completion of the job, paid to the driver at the end of the booking, unless pre arranged through the office. If agreed, bank transfers must be cleared before our men can leave the delivery address. Our standard costs can be found on our 'prices' page or by calling the office. Currently we do not ask for a deposit on booking but please view our cancellation terms below.

Changes to the amount/Number of items

We estimate the time and charges based on information received, extra charges may be incurred if the actual amount on the day exceeds the amount of items which were included in your quote, a couple of boxes more would not normally cause an issue, however if you have under-estimated your items by more than this our men will charge you our normal hourly rate (check pricing details). If you have grossly under-estimated or have been misleading about the amount, size or type of items you have, we may not have time to move all of your belongings due to the time scale allocated at time of booking.

Loading and Unloading

We supply a 2 man team to do the loading/unloading for you and they will put items into the room of your choice if required.

It is the customer's responsibility to dismantle any unit/system/flat pack furniture and beds and this should be done before our arrival (unless dismantling is pre-arranged with us). It is the customer's responsibility to ensure that items will fit in the new premises (e.g.: size of sofa, beds, items going upstairs etc) our men will not remove doors or windows in such cases and it is up to the customer to organise a specialist if required.

Parking

Providing adequate parking is the responsibility of the customer, if there are restrictions e.g.: yellow lines, red routes, residents only etc you must provide a permit from the local council, if this is not possible please be honest and say where the closest legal parking is available e.g.: 50 yards, 100 yards etc. This may cost a little more but it is much better for you and our men if it is known in advance, if parking is legal try to reserve a space for the van outside the premises before it arrives. If there is no parking pre-arranged any parking fines which are received will be the responsibility of the customer and must be paid by the customer on completion.

Waiting Time

Waiting time will be charged at our normal hourly rate dependent on how many men/ vans you require (check pricing details).

Waiting time includes; key collection, contract signing, late arrival of the customer, items not ready to load, customer not present at either end or any time when loading/unloading is not taking place or any other delays.

Garden items/ Plants

If you require us to move your garden items and pots and plants, there may be a cleaning charge of £20 unless sheeting can be provided by the customer. Due to the dirt and the mess we will not use our removal sheets as these are required for household items.

Cancellation

If you cancel 24hrs before booking date and time you maybe charged 50% of the first hour booked.

Staff Abuse

Verbal or threatening behavior will not be tolerated. If our men are forced to leave the job because of abuse from the customer verbal or otherwise the customer will still be liable to pay in Full

Packing Customers Accept FULL RESPONSIBILITY for items NOT properly packed. Any Furniture items must be wrapped in shrink wrap or bubble wrap. Although our staff pay great care and use blankets and straps while the goods are in transit, only damaged goods which are fully protected and damaged due to careless handling will be covered by insurance. We do not accept any liability to damage or loss if not reported to our driver prior to finishing the job.