

A2Z Removals (Nottingham) Limited

Terms & Conditions

1. Interpretation

1. Any reference in these conditions to 'we', 'our' or 'us' is a reference to the A2Z Removals (Nottingham) Ltd.
2. Any reference in these conditions to 'you' is a reference to the customer
3. 'Goods' refer to items being moved

2. Quotations

2.1 We quote a fixed price for your move but reserve the right to amend it or make additional charges if any of the following are not disclosed at the time of the quotation:

- 2.1.1 Any additional items not specified on the inventory during the original quotation/surveyors visit .
- 2.1.2 Access to your current or new property is inadequate or unsuitable for our vehicle
- 2.1.3 A 3 storey building or more if living in flats/apartments.
- 2.1.4 Any items to be relocated to another address other than the specified collection or delivery addresses that have not been previously agreed.
- 2.1.5 Any parking restrictions to the property i.e. permits, parking metres.

2.2 Our quotations are valid for a period of 3 months from the date of issue. Quotes are taken based on the inventory provided by you during telephone conversations, email information or surveyors visits. All quotes include Goods in Transit insurance as standard for a limit of £25,000.00 additional insurance can be arranged if required as your request.

3. Exclusions

- 3.1 We will not remove/take up/refit carpets and wood floorings.
- 3.2 We will not remove any electrical fittings/fitments that are still attached i.e. Ceiling/wall lights, wall mounted TV's, cookers (Gas or Electrical) wall mounted storage heaters (unless already dismantled).
- 3.3 We will not relocate flammable/explosive/corrosive/hazards materials i.e. Gas canisters, paints, excessive amounts of fragrances
- 3.4 We will not remove curtains/pelmets/blinds that are still attached, unless agreed in the original quotation.
- 3.5 We will not unplumb/refit washing machines, unless agreed in the original quotation
- 3.6 We will not under any circumstances relocate any livestock i.e. pets in cages or fish in tanks

4. Excluded goods

The following items are excluded from our terms and conditions and are to be moved by you.

- 4.1 Jewellery, watches, trinkets, precious stones, money, deeds, stamps, valuable coins or collectable items, mobile phones, tablets/Ipad's, keys.
- 4.2 Flammable, corrosive, hazardous items (as detailed in clause 4.3)
- 4.3 Livestock (as detailed in clause 4.6)
- 4.4 Ceramic garden pots

5. Your responsibility

It is your responsibility to:

- 5.1 Inform us in writing if the total value of your goods to be moved exceeds our £25,000.00 standard cover.
- 5.2 Obtain at your expense any necessary parking fees, documentation or permits required for us to carry out the removal.
- 5.3 Be present yourself or appoint a representative to be available at both destinations.

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6. Our responsibility

We aim to provide the best possible service, at the best possible price within a reasonable time frame.

- 6.1 It is our responsibility to deliver your goods to you undamaged. By undamaged we mean the same condition they were in when we arrive.
- 6.2 All boxes packed by us will be covered in our insurance.
- 6.3 We will accept full responsibility for any damage caused by our negligence whilst in our possession.
- 6.4 If any damage to the property is caused by our negligence our liability shall be limited to repairing the damaged area only. If we cause damage as a result of moving goods under your express instruction against our advice and damage is caused we will not be liable. Any claim is to be noted on the day of the move on our job sheet when signed by you, and confirmed in writing to us within 7 DAYS unless you request a reasonable extension. Claims to be submitted in writing as soon as practically possible, within a reasonable time limit. Clause 8

7. Exclusions of liability

Unless you have told us the value of the goods we are moving the following is excluded from our insurance cover

- 7.1 Any boxes packed by you will not be covered under our insurance unless negligence is caused by us i.e. dropping a box and damaging goods. In this instance our liability is limited to £100 or its actual value, whichever is less.
- 7.2 Loss or damage to fragile items, unless they have BOTH been professionally packed and unpacked by us unless negligence is caused by us. In this instance our liability is limited to £100 or its actual value, whichever is less.
- 7.3 Any goods which have a pre-existing defect or are defective.

8. Time limit to make a claim

Notwithstanding clauses 7.1 – 7.3 all claims to be submitted in writing within 7 days of your move and noted with us within 24 hours of your move. If you do not we will not be liable.

9. Ownership of goods

By entering into this contract you confirm:

- 9.1 Goods to be removed are your own
- 9.2 You have the authority of the owner of the property to make this contract in respect of goods being moved
- 9.3 You will be responsible to pay for any claim for damages/costs if either of the above is untrue.

10. Charges and non payment

Unless you have our agreement all removal charges are to be paid on the day of the move in full. Any outstanding charges will incur interest of 5% per month, calculated on a daily basis. We reserve the right to add on any 3rd party costs should you not pay on the day or for companies comply with our terms of 30 days.

11. Restricted liability

If you do not supply us with a declaration of value for your high value goods and damage occurs through our negligence a maximum of £50 per item will be received. Items are defined by box, carton, package, container or appliance. We may choose to repair or replace the damaged or lost item ~~if we see fit~~. If your damaged or lost item is part of a set you will receive a sum equivalent to the individual item cost.

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