

A2Z Removals (Nottingham) Ltd
Terms and Conditions

1. Interpretation

2. Any reference in these conditions to 'we', 'our' or 'us' is a reference to the contractor
3. Any reference in these conditions to 'you' is a reference to the customer
4. 'Goods' refer to items being moved

2. Quotations

2.0 We reserve the right to amend the price stated in the quotation to take account of changes of circumstances which were not taken into account when preparing our quotation and are confirmed to us in writing.

Such factors may include the following :-

- 2.1 Where the work is not carried out within 3 months of the date stated in the quotation.
- 2.2 Increased costs resulting from currency fluctuations or changes in taxation, freight charges or increased road fuel prices.
- 2.3 We have to collect or deliver goods at your request to above ground and first floor and were not made aware of this at time of quotation.
- 2.4 We supply any additional services.
- 2.5 The work is carried out outside normal working hours (8.00 am to 6.30 pm) at your request after the quotation is given.
- 2.6 We are requested to provide additional services not included in the quotation, including the moving or storing of extra goods.
- 2.7 We are unable to access the collection or delivery point or such access is inadequate or inappropriate for our vehicles. If access is not possible then we may offer the alternative for you to hire at your expense a smaller vehicle. We will then tranship the load piece-meal and will charge for the extra time needed on a pro rata basis. If our driver is required to drive the hired vehicle then all insurance cover for the vehicle and goods carried must be organised and paid for by yourselves.
- 2.8 We have to pay parking or parking penalty charges.
- 2.9 There are delays or events outside our control which increase the cost or resources required to complete the work and keys are not exchanged by 4pm latest. In this event we will either return you to your previous property at the price quoted or move you into storage, which you will be charged for and at our next available convenience we will move you into your new property at the original price quoted.
- 2.10 Our quotation does not constitute a contract and accordingly there is no contract between us until you have returned the 'Acceptance' form duly signed and dated with the appropriate deposit paid and we have confirmed receipt of such form. The contract will then be on these Terms and Conditions.
- 2.11 Any additional items not specified on the inventory during the original quotation/surveyors visit .
- 2.12 Any items to be relocated to another address other than the specified collection or delivery addresses that have not been previously agreed.

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

- 4.1 We will not remove/take up/refit carpets and wood floorings.
- 4.2 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).
- 4.3 We will not relocate flammable/explosive/corrosive/hazards materials i.e. Gas canisters, paints, excessive amounts of fragrances
- 4.4 We will not remove curtains/pelmets/blinds that are still attached, unless agreed in the original quotation.
- 4.5 We will not unplug/refit washing machines, unless agreed in the original quotation
- 4.6 We will not under any circumstances relocate any livestock i.e. pets in cages or fish in tanks

5. Excluded goods

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

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

6. Your responsibility

It is your responsibility to:

- 6.1 Inform us in writing if the total value of your goods to be moved exceeds our £25,000.00 standard cover.

- 6.2 Obtain at your expense any necessary parking fees, documentation or permits required for us to carry out the removal.
- 6.3 Be present yourself or appoint a representative to be available at both destinations.

7. Our responsibility

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

- 7.1 It is our responsibility to deliver your goods to you undamaged. By undamaged we mean the same condition they were in when we arrive.
- 7.2 All boxes packed by us will be covered in our insurance.
- 7.3 We will accept full responsibility for any damage caused by our negligence whilst in our possession.
- 7.4 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.

8. Exclusions of liability

The following is excluded from our insurance cover

- 8.1 Any boxes packed by the 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.
- 8.2 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.
- 8.3 Any goods which have a pre-existing defect or are defective.

9. 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.

10. Ownership of goods

By entering into this contract you confirm:

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

11. 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.

12. 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 you damaged or lost item is part of a set you will receive a sum equivalent to the individual item cost.

13. Dismantling

Unless previously agreed by us any dismantling is to be carried out by the customer. Continuous dismantling and reassembly of items will weaken and could cause damage. If agreed and we dismantle/reassemble your items A2Z Removals will not be held responsible for any faults/damage that arise from this.

14. Deposits & Waiting times

We do not charge waiting time for keys up until 2pm, this is then charged at £10 per man per hour. We charge a 10% deposit, which is transferable to another date once and non-refundable should you cancel within 48 working hours (not including weekends).