

## **Terms and Conditions**

### **Sussex Removals Company**

1A Green Street,  
Eastbourne,  
BN21 1QN  
07415 346644

## 1. Quotations & Booking Confirmations

It is the client's responsibility to provide full disclosure in order for Sussex Removals Company to provide accurate quotations. We require full address details of all collection and delivery addresses including but not limited to:

- Size of your property including number of stories, number of bedrooms, lofts, sheds, garage each property has that you wish us to move items from and to
- If your property is a flat, which floor it is on and if property is serviced by a working lift, and subsequently, will the lift be able to convey all your items. If there is no lift or it is not working, what condition the stairs are for access
- Approximate distance (in metres) that we can legally park (or park at Clients own risk) from your property's entrance
- An inventory including number and size of boxes
- How many items can be/or need to be dismantled and therefore reassembled at the destination address(es). If going into storage, please advise the size of the room booked/required in square feet.

On occasion, we will be subject to prevailing weather conditions, which may prevent us from fulfilling the agreed service by us on the agreed date and time. Please note that especially due to snow and ice, your property/properties may not be accessible due to unpaved and non gritted roads, or locations on steep/hilly inclines.

During times of these unprecedented conditions, your move will revert to a "Best efforts and precaution" basis. It will be our intention to minimize any disruption to the client where possible.

At no time can Sussex Removals Company be held responsible for any costs that you incur due to inclement weather conditions, which prevent us from undertaking your agreed service with us. Please note we may record conversations for ongoing training purposes and enhanced care.

## 2. Charges

All prices are fixed unless discussed at an hourly rate. All services have a minimum charge of two hours with any additional time charged in half-hour increments. Prices and timings are estimated to the best of our ability and based on information provided by the client, except in cases where a member of Sussex Removals Company, has attended the property for a quotation appointment. If a job is to overrun an extended hourly rate may apply, likewise, if the job was to take less time you will only be charged accordingly subject to minimum booking period.

Sussex Removals Company charges commence when our team first arrives at your collection address and finish when our team has unloaded your items at the final delivery address for local jobs. There may be additional fuel and travel charges for non local jobs.

Additional charges may be incurred for travelling in the LEZ, ULEZ and Congestion charge zones. We charge only what we are charged for the zone we enter, however if your job overruns and causes a vehicle belonging to sussex removals company to remain in any or all of these zones into the next day, this will also be chargeable.

If there is a wait for keys or transfer of funds you will be charged for any waiting time at the hourly rate.

We offer a disposal service for unwanted furniture items. The charges for this service are dependent on the items to be disposed of and the relevant charges need to be paid in addition to our standard hourly rate services. We may charge a call out fee for cases where the disposal is the sole job.

Please note that for Health & Safety reasons, we are only able to take residential/office furniture items including white goods but regretfully cannot take general waste. You will be required to elect to use a separate company to provide a general house rubbish clearance service.

### **3. Cancellation Policy**

Sussex removals company remains dedicated to being as flexible as possible for our customer base. However in certain circumstances, we incur preparation costs in order to ensure we arrive on time. To that end the following will apply:

International moves are subject to an upfront cost of 20% plus any additional travel expenses such as, but not limited to, the Eurostar, tolls and accommodation. If a cancellation occurs, within five working days of the move date, the client deposit, and all associated aforementioned costs will become non recoverable.

National Moves are subject to a minimum deposit of 20%, with all tolls excluded until the final payment. If a cancellation or date amendment is required within 72 hours of your scheduled move date and time, there is a cancellation fee equal to the above deposit amount. Reasonable amendments may be charged at a rate of £25 within the final 72 hours, at the discretion of sussex removals company. Please note any cancellation or date amendment advisements must be made during business hours.

08:00 to 20:00 Monday to Friday

09:00 to 17:00 Saturday

11:00 to 15:00 Sunday

The information concerning your cancellation/amendment must be acknowledged by a member of Sussex removals company in writing.

## **4. Parking**

Parking outside all collection and delivery addresses remains the responsibility of the client and must be arranged by the client. Please contact your local council for further advice on how to arrange for parking dispensations.

If no other arrangements are made and our vehicle is to receive any infringements whilst carrying out your job, the customer is liable to pay for this. We will add the cost of the fine to your bill. Clients will be notified and payment to be received in full on completion of the job.

Please note, we will require parking to be arranged even on the days of "packing only" as our teams will need to transport and deliver materials.

## **5. Payment Terms**

For all hourly (not set / variable) residential and commercial moves, payment is required, unless previously agreed, immediately on the completion of your job. Sussex Removals Company accepts payments by cash and via bank transfer.

## **6. Invoices**

The client must advise in writing, full and complete invoice address prior to your job commencing and must also include the email address(es) of any named individual(s).

You may not withhold any part of the agreed price/actual job total – please see point 7 unless otherwise agreed in writing from a duly authorized Sussex removals company representative.

## **7. Throughout the move**

Job arrival times are estimated. Although we always do our best to be on time, circumstances out of our control may cause delays. We will not accept responsibility for any customer losses due to unforeseen or unavoidable delays.

Sussex removals company reserves the right to refuse, cease or stop the packing or moving process at any time if our staff are abused or threatened in any way.

Clients may not travel in the front of the vans with the team even if there is adequate space as we are not insured to do so. If customers have animals/pets that need to be transported, these are the responsibility of the customer. Our teams reserve the right to refuse to take animals/pets in the van, as there is a chance this will disrupt the concentration of the driver.

Drivers may allow animals/pets to be carried in the vans, however no driver, or any other company representative will take any liability where transport of animal/pets is concerned.

Our teams will not assemble new furniture unless previously agreed in writing.

Our teams will not reassemble furniture that has not been dismantled by a member of Sussex removals company.



**It will be your sole responsibility to:**

Declare to us, in writing, the value of the goods being removed. If it is subsequently established that the value of the goods removed is greater than the actual value you declare, you agree that our liability will be reduced to reflect the proportion that your declared value bears to their actual value.

Obtain at your own expense, all documents, permits including parking or visitor permits or vouchers or relevant charges for the parking meters, permissions, licenses, customs documents necessary for the removal to be completed. This includes reserving a suitable parking place/suspension bay within close proximity of the property for our vehicle/s.

Be present or represented during the collection and delivery of the removal - both loading and unloading. We are not responsible for any goods if the location or property or our vehicle is left unattended.

Take all reasonable steps to ensure that nothing that should be removed is left behind and nothing is taken away in error.

Arrange proper protection for goods left in unoccupied or unattended premises, or where other people such as (but not limited to) tenants or workmen are, or will be present.

Prepare adequately and stabilize all appliances or electronic equipment prior to their removal.

Empty, properly defrost and clean refrigerators and deep freezers. We are not responsible for the contents.

Provide us with full current contact details (including email address, mobile number and landline number) for correspondence during removal transit.

Other than by reason of our negligence or breach of contract, we will not be liable for any loss or damage, costs or additional charges that may arise from failure to discharge these responsibilities.

**Unless agreed by us in writing, before the move, we will not:**

Disconnect, reconnect, dismantle or reassemble any white goods and or electrical appliances, fixtures, fittings or equipment.

Take up or lay fitted floor coverings.

Move any items to/from a loft, unless properly lit, floored, ventilated and safe access is provided.

Remove and replace windows and/or doors in order to gain access. If written approval is granted it will under the strict condition that it is done so solely at the owner's risk. Please note, that our teams are not authorized or qualified to carry out such work. We recommend that a suitably qualified tradesperson be employed by you to carry out these activities.

## **8. Insurance**

If no other agreement is made Sussex removals company accept no responsibility for damage or loss of property after the job is completed and the payment is received by the Driver and/or via the Sussex removals company office. Sussex removals company operates Goods In Transit insurance coverage up to a maximum of £10,000 - Please note replacement value only - subject to an Insurance excess charge of £500 per claim. This is payable by the customer before any claim can be considered. We will not consider any claim for insurance until the job has been paid in full and your insurance excess contribution has been paid and is considered 'cleared funds'. In order for claims to be processed, Sussex Removals Company requires, before the actual job date, a signed, dated (by scanned email) copy of your inventory complete with itemized values. Please ensure high value items are reported. It is the customer's responsibility to arrange extra insurance if required.

**We do not cover the following:**

Loss or damage to food and drink, furs, jewelry, watches, precious stones, deeds, bonds, bills of exchange, promissory notes, money or securities for money, stamps of all kinds, manuscripts and other documents.

Loss or damage caused by, or arising from wear, tear, gradual deterioration, mildew.

Moth, vermin or any process of cleaning, repairing or restoring.

Mechanical and/or electrical derangement unless caused by external means.

Breakage of owner-packed goods unless caused by a major accident to the means of conveyance, loss or damage occurring in premises where the goods are stored, warehoused or temporarily housed in the course of transit.

Breakage of items which are incorrectly packaged by the customer. In the event of loss of or damage to any article forming part of a pair or set, the indemnity granted hereunder shall be limited to the proportionate value that article bears to the total value of the pair or set and no additional depreciation shall be paid.