

MOVE your STUFF

Your local removalist



TERMS LAND CONDITIONS OF MOVE your STUFF REMOVALS

(EVERY MOVING JOB WILL COMENCE WITH ACEPTANCE OF THESE TERMS AND CONDITIONS BY THE CUSTOMER)

1. Ownership of the Goods

By agreeing on our terms and conditions you are confirming that you are the owner of the goods being transported or you are authorized by the owner for the transportation. Further you are responsible for any loss, expense or any other direction given to the removalists on site.

2. What We Will Do

- 2.1. We shall pack, unpack your belongings as agreed prior on request
- 2.2. We shall dismantle or assemble furniture on your request.
- 2.3 Remove them at the agreed time and date and deliver to the delivery address.(There could be unforeseen delays and we will inform you prior)

3. Customer's Responsibility

It will be Customer's responsibility to read and understand the terms and conditions of our service

- 3.1. Be present or represented during the collection and delivery of the removal. Take all reasonable steps to ensure that nothing that should be removed is left behind and that nothing is taken away in error.
- 3.2. Prepare adequately and stabilise all appliances and electronic equipment prior to their removal.
- 3.3. Empty, properly defrost and clean refrigerators and deep freezers. We want take responsibility for such contents.
- 3.4. Provide us with a contact address for correspondence during removal transit and/or storage of goods.
- 3.5. Prepare adequately and stabilize all appliances or electronic equipment prior to their removal.
- 3.6 Ensure that all domestic and garden appliances, including but not limited to washing machines, dish washers, hose pipes, petrol lawn mowers are clean and dry and have no residual fluid left in them.
- 3.7. It is the customer's responsibility to ensure that items will fit in the new premises (e.g. size of sofa and size of aperture). Our removalists will not be insured to remove doors or windows in such cases and will be forced to drop the items outside the premises. It is the customer's responsibility to organise a specialist if needed.
- 3.8. It is the customer's responsibility to inform us about the awkward access. Awkward access can include, no vehicle access, no parking available in close proximity to the property and cramped stair and hallway conditions. We reserve the right to add extra costs due to unforeseen circumstances (e.g. waiting for keys or gaining entry, incorrect addresses, etc.).
- 3.9. Other than by reasons 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.

4. Goods Not To Be Submitted For Removal

- 4.1. Unless previously agreed in writing by a director the following items must not be submitted for removal and will under no circumstances be moved by us and you should make your own arrangements for their transport.
- 4.2. Prohibited or stolen goods, drugs, pornographic material, potentially dangerous, damaging or explosive items including gas bottles, aerosols, paints, firearms and ammunition.
- 4.3. Jewellery, watches, trinkets, precious stones or metals, money, deeds, securities, stamps, coins or goods or collections of any similar kind.
- 4.4. Perishable items or those requiring a controlled environment.
- 4.5. Goods which require special licence or government permission for transport.

5. Our Liability for Loss or Damage

- 5.1. If the Goods sustain damage by reason of defective or inadequate packing or unpacking, we will not be liable for that.
- 5.2. Certain Goods may not have strong structure to hold its own weight and are inherently susceptible to suffer damage or disorder no 5.3.matter how carefully they are handled. We will inform/Warne our customers before we take them away and not be liable in respect of these items, in any way.
- 5.4. Where you or a person with Your agreement participates in the move, We are not liable for any damages done to Your goods. You are advised to take your own insurance for the transfer of goods.

6. Insurance

MOVE your STUFF Removals takes all the necessary care to ensure that your goods arrive safely at your next destination. To protect the interest of our customers against accidents we have Transit and Public liability insurance. We do not charge extra every time for this insurance cover, only if a claim is made an excess of \$500 applies to customer.

Details as below:-

- 6.1. **Goods in Transit cover:**-Up to \$10,000 of any damage caused to your goods during transit as a result of truck accident, fire or handling errors, a \$500 excess applies to customers in case of claim.
- 6.2. **Public Liability insurance covers:**-Compensation can be up to \$1 million.

We have a history of "zero" damage, as we use professional removal techniques in our moves. We do our best to protect your belongings and as a company we carry the above mentioned Insurance.

7. Damage to Premises or Property Other Than Goods

If we cause loss or damage to premises or property other than goods for removal as a result of our negligence or breach of contract, our liability shall be limited to making good the damaged area only.

If We cause damage as a result of moving goods under Your express instruction and against our warning/advice, and where such moving cause damage, We shall not be liable.

8. Toll Charges

We may not use toll routes during transportation and if customer request to use the tollways There will be an extra charge when passing through the Tullamarine Citylink/ Monash link/ Eastlink zones and the customer will be charged accordingly (Unless otherwise stated).

9. Staff Abuse

Verbal or threatening behaviour will not be tolerated. If the driver is forced to leave the job because of verbal or any other abuse from the customer, the customer will still be liable to pay in full.

.....
(Customers signature)

.....
(Date)

