Please read through all of our [logo] terms & conditions, if there is anything which you do not understand or are concerned about please discuss this with us prior to the job.

Bookings

All bookings are accepted in good faith and means entering into a verbal and written contract, confirmation will be issued via email/text/Facebook message along with terms and conditions a response will be required to secure the booking.

Arrival / Delivery Times

Conventional Courier Services will always do their best to arrive at the specified time, however arrival times are estimated. Delays are sometimes unavoidable (due to traffic accidents, weather, job overrun etc.). We will contact you as soon as we are aware of a delay for any reason.

Payment Requirements

Payment terms are cash on completion of the job or a bank transfer. A Bank transfer must be cleared before our men can leave the delivery address (or a valid transaction shown on mobile banking). We have the right to ask for a deposit if required.

Changes to the amount/Number of items

Our prices work on a load basis. For example 1 full load from A to B maybe £140. This would mean a half load is £70. what we mean by load is the capacity of the van in which we are sending. We recommend you send us an inventory so that we can quote you accurately. We have the right to increase our charge if you go over the load size quoted.

Damages

We accept no responsibility for damaged or lost items after payment is completed. It's the customers responsibility to pack everything properly. We do not accept responsibility for damage or breakage caused by poor packing. Our goods in transit insurance covers up to £25,000.

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.

Standard terms do not include packing or unpacking boxes of items but this can be prearranged with the office. 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 know 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, however our men will not knowingly park illegally.

Driveways

If your driveway is unable to take the weight of our vehicle please advise us accordingly, particularly with regard to drain covers beneath gravel covered driveways etc. When you give permission for us to drive onto your driveway, it is on the understanding that this is at your own risk. Failure to advise or notify us of any potential weaknesses will absolve us from any claims for compensation resulting from damage to said driveway.

Waiting Time

Waiting time will be charged at our normal hourly rate (£30 Per hour). 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.

Staff Abuse

Verbal or threatening behaviour 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.