

Insurance Terms:

We offer free goods in transit insurance for every removal providing we are hired on a minimum of a half day rate basis . For single item removals / small jobs where we are hired by the hour we offer no insurance cover irrespective of cause. If you have hired us on a minimum of a half day basis your goods will be covered up to a maximum of £10,000 per vehicle (excludes hire vans). Individual items are also insured up to a maximum of £10,000 (excludes boxes , see below). If you require extra cover please call our office prior to the removal day. Increasing the level of cover will incur additional charges. No claim can be made unless this form is signed and returned to a member of staff **BEFORE** the removal commences. Please do not wait for an incident to occur and then sign the form as no claim can be made. No claim can be made unless payment is made in full on completion of the removal. Any issues will be dealt with after the removal fee has been paid in full. Any damage must be shown to the removal men on the day or if found later , notify us in writing within 7 days. Please send to the address on your invoice or call the office for our full postal address. We advise that you send any letters relating to damage by recorded delivery. Any letters sent by standard post / email will be sent at your own risk. Unless we have been hired to undertake a full / part packing service you are responsible for ensuring any fragile / expensive items are wrapped sufficiently with bubble wrap or suitable packaging. If damage occurs to an item that has not been wrapped sufficiently then no claim can be made unless the damage occurred as a result of the removal van being involved in a collision or has overturned. We provide professional quilted furniture covers and removal blankets but they offer limited protection especially on impact. Unless we have been hired to undertake a packing service we do not offer insurance cover for the contents of any boxes unless the removal van has been involved in a collision or has overturned. This is due to us not knowing how well you have packed the items , whether an item was broken before it was placed in the box or if the boxes / tape used were strong enough. Insurance cover for the contents of any box is limited to a maximum of £50 per box. We cannot be held responsible for any damage caused to any goods as a result of sharp objects being left on the walls / doors (i.e picture hooks , carpet grips , nails etc) Please ensure these are removed before we arrive . Due to washing machines , dishwashers , fridges etc having sharp feet / corners we cannot be held responsible for any damage to lino / laminate flooring etc. Where necessary we will try to protect your floors as much as possible but if we are asked to slide /push your appliance under the work top or fit them into a tight space then damage can occur. Please ensure your fridge is empty and freezers are fully defrosted before transport. We will not be liable if appliances leak water during transport and damage other goods as a result. It is your responsibility to disconnect / re connect any kitchen appliances. We are happy to help where necessary although we are not a qualified plumber therefore this will be at your own risk. We recommend washing machines are fitted with transit bolts to prevent potential damage to the drum whilst in transit. Please ensure you fit the transit bolts provided with your washing machine prior to our arrival . We will not be responsible for any damage to the drum if transit bolts are not fitted. Under no circumstances will we attempt to disconnect / re connect electric or gas appliances. By law this needs to be completed by a qualified person. We cannot be held responsible for any goods stolen from the back of the removal men whilst we are loading / unloading. We recommend that someone keeps watch over the goods whilst the removal men are working away from the vehicle. We are happy to help dismantle / re erect items of furniture although we cannot be held responsible if the items fail to re erect properly as a result of poor quality materials or wear and tear. If we are hired to transport a piano there is risk of damage to any raised step on PVC or wooden doors. This is due to the restricted access that our crew have to work in and the weight of the piano. We cannot be held responsible for such damage unless it is safe to use professional piano wheels and we chose not to. We will deem it safe to use the wheels if there are no tight turns or steps to negotiate immediately before or after the doorway. No goods are insured if stored in the removal van over night. Our insurance is not new for old. The age and prior condition will be taken into account when either our insurers or ourselves pay out. We will not insure any jewellery , watches , trinkets , precious metals or stones , money , stamps or items of similar kind unless they are locked in a secure safe or such like and disclosed to us prior to collection. Please ensure all money , jewellery etc is removed from drawers , cupboards etc prior to our arrival. This is to ensure there is no confusion if something valuable cannot be found after the removal has been completed. The only items that can be left in drawers are clothes and goods that are not valuable or breakable. We will not transport any live animals. We are not insured to carry any passengers in the removal van. If in anyway you are concerned that your driveway / grassed area is unable to take the weight of our vehicles or there are low power / phone lines leading to / on the property please inform a member of staff immediately. When you give us permission to drive on your driveway / grassed area or you don't share any concerns with us it is on the understanding that you will pay for any repairs for any damage any indemnify us of any blame. We cannot transport any potentially dangerous , damaging or explosive items as this will invalidate our / your insurance (i.e ammunition , aerosols , paints , firearms etc) Will will not transport any illegal substances. It is your responsibility to declare any items that fall into these categories. When signing to these terms and conditions you are confirming to us that non of the above items or such like will enter the van and the goods being removed are your property or you have permission from the owner to remove the goods. You will be agreeing to indemnify Allerton Removals and its staff against any claim made as a result of us being asked to move goods that at a later date are found not to be your property or you have not been given permission by the owner to move.

EXTRA NOTE:

Please be advised that it is part of these terms and conditions that if upon loading your goods we are unable to deliver them on the appointed day due to reasons beyond our control i.e you do not receive the keys for your new property , our vehicles are unable to reach your property due to extreme weather conditions etc we reserve the right to charge you for re delivery in addition to the work we have already carried out. If we have to re deliver your goods through no fault of our own then this will be done on a mutually convenient day. We will not be liable for any expenses you may incur whilst waiting for a mutually convenient day i.e hotel bills etc. If we have stored your goods we reserve the right to charge for storage and for the time it takes to unload / load the removal vehicles. We reserve the right to charge extra for any toll / congestion charges we pay in order to reach your property. You will be responsible for any parking charges we receive if you do not make arrangements for a parking permit or such like for our vehicles. If we have been hired on an afternoon appointment it is strictly on a 'asap' basis. Any estimates on arrival times are just estimated times. Our actual arrival time will depend on when our first job of the day is completed. If this is not acceptable and an agreed arrival time is required then please book another day / company.

INDEMNITY FOR WORK UNDERTAKEN AGAINST OUR ADVISE:

On some occasions whilst we are loading / unloading goods we may come across items that look as they they will not go in or out of a doorway / property / stairway without the risk of damage. If we have any concerns about a specific item we will speak to you first so a decision can be made by you. If you chose to ignore our concerns we may ask you to sign our indemnity form so that we cannot be held responsible should damage occur. In the case of moving sofas or any other large item it may be necessary for you to hire a professional tradesman to take the door or window out if we feel the item will not go in / out of the property / room without risk of damage.

IF A CLAIM IS MADE:

If damage occurs to an item / s and we accept liability , depending on the cost of the claim , we reserve the right to either pay out ourselves or pass all the details of the claim to our insurers. If we pass the claim on to our insurers we will inform them of the details of the claim. They may feel it necessary to contact you for further information. Once our insurance company have studied the full facts of the claim they will decide on whether to pay out or not. The insurers decision is final. If our insurers decide not to pay out on a claim then Allerton Removals nor its staff are liable to pay out either. As previously mentioned , the age and prior condition of any damaged goods will be taken into account when valuing any item.

LOADING THE REMOVAL VAN:

We will only load the removal vans to their legal weight carrying capacity. Our vehicles are fitted with limitlite plus load sensors to advise the driver when we are fully loaded. We will not break the law and overload the removal vans so please do not ask. If we are found to be overweight on a public road we will be heavily fined and we will be instructed to unload the excess goods at the side of the road before our vehicle is able to continue its journey. If an overloaded vehicle was involved in an accident then our / your insurance may become invalid.

HOURLY RATE CHARGES - NO INSURANCE COVER OFFERED

Hourly rate jobs are ideal for any small removals / deliveries that wont exceed 2 hours labour and where no insurance cover is required . We charge a minim of 2 hours labour + diesel. If your move is likely to take more than 2 hours or you require insurance cover then please opt for either our half day or daily rate option. If you have hired us on an hourly basis the charge will depend on how many men and vans you have on hire. If you have printed these terms off yourself please ask the removal men to fill in the hourly rate charge before you sign this form. The hourly rate for your removal today is £ + diesel. Charges are from our base back to our base.

HALF DAY RATE CHARGE:

If you have hired us on our half day rate , the half day rate for your removal today is £ + diesel. Our half day rate consists of up to 4 hours labour . If we exceed the half day rate limit of 4 hours we will charge £ 50ph if you have 1 removal van on hire or £60ph if you have 2 vans on hire. .Charges are from our base to base.

DAILY RATE:

If you have hired us on our daily rate , the daily rate for your removal today is £ + diesel . Our daily rate consists of up to 7 hours labour . If we are required to stay beyond the 7 hour daily rate limit the we will charge £50ph if you have 1 vehicle on hire , £60ph if you have 2 vans on hire or £70ph for a 3 van hire. Charges are from our base to our base.

EXTRA NOTE ON CHARGES:

If you are on a budget and do not want to exceed a set figure please mention this to the removal men before the removal commences. We can then priorities the goods that must be moved (large items etc) and if we run short of time, leave the smaller more manageable items for you to move yourself. If we are hired on a half day / full day basis and we finish the removal earlier than expected , we still reserve the right to charge you the half day / day rate price. If more than 1 vehicle is on hire , we reserve the right to return any vehicle/s to our depot early if it is no longer needed for the move, without any reduction on removal cost. If we move a piano as part of your move we reserve the right to charge an additional £70 due to the specialist equipment required (vehicle with a Tail lift , professional piano wheels , extra men needed etc)

FIXED QUOTES:

If we have provided you with a fixed price then the cost of your removal today is £ . We reserve the right to amend our fixed price if any of the following were not taken into account when preparing the quote (a) We are asked to deliver goods above the first floor or into a basement (b) we incur additional charges i.e toll roads , parking charges etc © We are unable to deliver your goods on the agreed day through no fault of our own i.e extreme weather conditions , failure to exchange contracts etc (d) If we are prevented from unloading our vehicles due to a delay in key release for your new property or we are asked to undertake additional services eg dismantling items (e) If extra items have been added to the list of goods to be removed. (f) Garden / shed / garage items are to be removed when these were not taken into account when preparing our quote.

Charges if you postpone or cancel the removal:

If you postpone or cancel your booking, we will charge you according to how much notice is given. "Working days" refer to the normal working week of Monday to Friday and excludes weekends and public holidays.

- *More than 7 working days - 30% of the total removal charges.
- *Between 4-7 working days - 50% of the total removal charges
- *3 working days - 75% of the total removal charge
- *1-2 working days - 90% of the total removal charge
- *Less than 24 hours - 100% of the total removal charge

We will issue you with an invoice for any cancellation / postponement fees . Payment is to be made via bank transfer within 7 days of invoice.

DEPOSITS AND PAYMENT TERMS :

Unless agreed otherwise please pay a 30% non refundable deposit to secure your booking. You can pay the deposit via our website <http://www.allertonremovals.co.uk> and use the 'pay now ' button which is located on the 'prices and payment' page , alternatively you can pay via instant bank transfer (Our business bank details will be on the invoice). We only accept card payments for deposits. We cannot accept card payments for the remaining removal or cancellation fees . Once the removal is completed you can pay the driver either in CASH OR INSTANT BANK TRANSFER ONLY . Please note we do not accept payments by cheque on the day of the move . If you pay via instant bank transfer then the payment needs to be paid BEFORE our staff leave your property. We do not invoice customers and require full payment on the day. Please do not take offence to this. Due to payment issues with a small number of customers in the past we have decided to introduce this rule and it is now company policy. Most removal companies insist on full payment 10 days prior the removal date but due to the way we charge we prefer to take payment on completion. If you prefer to pay by bank transfer on completion but are worried that you may have no internet / phone reception to make payment , please instruct your bank(prior to the removal date) to send a bank transfer for an agreed amount on the day of your move. If the amount sent does not cover the overall removal cost the remaining amount would need to be paid in cash on completion.

Payment for long distance removals:

Long distance removals (over 30 miles of our depot) must be paid for in advance and in cleared funds. We accept cheque as payment for long distance removals but only if the cheque is received by our office 20 days prior to the day of your removal. This is to ensure we have enough time to deposit the cheque and give the cheque time to fully clear. We also accept payment in cash or via instant bank transfer.

Stored items:

If we are hired to transport goods into store your goods will be stored with our sister company Allerton Storage. As mentioned on our website the storage price quoted does not include any form of goods insurance irrespective of the cause. If this is an issue we advise that you arrange your own goods insurance cover or alternatively we will be happy to transport your goods to a storage company of your choice. If you decide to use another storage company you will need to enter into a separate agreement with the company and pay them direct. If you decide to store your goods with Allerton Storage the following term's of storage will apply:

Payment for storage

- *Unless agreed otherwise payment is required weekly via standing order. No cash payments will be accepted to prevent any illegal activity.
- *Your 1st payment will be due to credit the storage bank account on the day your goods enter store and every week thereafter until storage is no longer needed
- *Storage payments are to be made to Allerton Storage only. Their bank account details will be provided on the day your goods are collected.

Missed payments for storage

*When paying weekly , if 4 or more storage payments are outstanding (or 2 payments are outstanding if we agree to you paying monthly) we reserve the right to issue you with a 30 day notice to vacate store. We are then entitled to require you to remove your goods from our custody and pay all money due to us. If you fail to pay all outstanding amounts to us , we may sell or dispose of some or all of the goods without further notice. The cost of the sale , any transport or disposal fees will be charged to you. The net proceeds will then be credited to your account and any eventual surplus will be paid to you without interest. If the full amount due is not received , we may seek to cover the balance from you.

Items not permitted for store

- *No flammable or explosive items are to be stored. This includes , but is not limited to , petrol , gas canisters , ammunition , guns etc.
- *No money , drugs , pornographic material , perishables etc
- *Stolen goods or goods that the owner has not given you permission to remove and store . All goods transported and/or stored are done so on the understanding that you have permission from the owner or you personally own the goods.

Contact details for storage customers

*Please ensure you provide a contact telephone number and postal address in case contact is needed. It is your responsibility to update us if any of these details change. We advise that you notify us of any changes via email <mailto:info@allertonremovals.co.uk> or by recorded delivery to the address on top of your removal invoice. If we do not reply to your email / letter please assume we have not received the new details.
*Allerton storage do not operate a self store facility and as a result do not have insurance cover for the general public to enter the storage facility .Customer access is not permitted. . When you require your goods to be returned to you please contact us (Allerton Removals) to arrange a mutually convenient date. In exceptional circumstances we may allow another removal company to access and clear your container if instructed by you. . If access is granted it must be at a mutually convenient time and date . We reserve the right to charge £80 for access which must be paid for in advance . This payment will cover up to 2 hours of access. Once another removal company accesses the container it will be on the understanding that we are no longer responsible for the contents and both Allerton Removals and Allerton Storage will be indemnified of any issues that may be found .

IF YOU AGREE TO THE TERMS AND CONDITIONS PLEASE SIGN AND DATE BELOW:

SIGNATURE.....

CONTACT ADDRESS(for storage customers only).....

PRINT NAME.....

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DATE

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