



Michael's Movers Terms and Conditions

For Household and Commercial Removals, Transport and Storage

Bookings:

1. When making a booking with Michael's Movers, the customer is in agreement with the following Terms and Conditions.

Customer responsibilities:

2. During removal of your household/commercial effects, it will be the sole responsibility of you, the customer:
 - a) To ensure nothing is taken away in error or left behind.
 - b) To take responsibility for security of your goods at the departure and destination points by being present yourself or asking someone to represent you.
 - c) To obtain at your expense any documents, permits or paperwork necessary for the removal to be completed.
 - d) To pay for any parking charges incurred to carry out the removal or transport service.
 - e) To prepare and stabilise all appliances ready for moving, for example disconnecting TVs, computers and music centres.
3. Unless it has been agreed in writing at the quotation stage, we do not:
 - a) Take down or put up curtains, fixtures or fittings.
 - b) Take up or lay carpets.
 - c) Disconnect or connect appliances.
 - d) Enter lofts or roof spaces.

This will be the responsibility of the customer.

Waiting time:

4. If there is a delay at your delivery address before access is granted, we may make an extra charge of £15 per man per hour starting at 2pm, ending when access is granted. This is to cover the extra wages incurred.

Additional charges:

5. If we have to remove doors to get goods in or out of the property, an additional charge may be incurred.

Cancellation or postponement:

6. When you make a firm booking with Michael's Movers we may ask you for a small deposit. If you cancel the agreed date with less than 7 days notice for UK moves or 14 days for European moves, we may not refund the deposit.

Payment:

7. Payment in full is to be made on completion of your move. Removals to Europe may require full payment in advance.
8. We accept bank transfer, cheque, cash, and credit and debit card payments. A surcharge of 2.75% will apply if the payment is made by credit or debit card.
9. Storage customers must pay 4 weeks in advance. If you do not keep your payments up to date and we cannot contact you, the customer, at the address or phone numbers you have given us, we are entitled to dispose of or, if possible, sell your goods to recover the payment due.

Goods in Transit Insurance cover:

10. Your belongings are covered from the time they are placed into the care of or under control of Michael's Movers until it is delivered to you. Subject to Terms and Conditions, and Exclusions of the Goods in Transit Insurance.

11. The sum insured shall not exceed £30,000 unless agreed otherwise in writing by Michaels Movers prior to your removal taking place.

Basis for Insurance claims settlement:

12. The age, quality, degree of use and market value of the items will be taken into consideration when calculating any settlements.

13. Parts and pairs: Where items are part of a set, we will only pay for the actual parts that are lost or damaged.

Insurance exclusions:

14. The following are not covered by our insurance:

- a) Stamps.
- b) Deeds.
- c) Bonds.
- d) Jewellery.
- e) Watches.
- f) Precious stones.
- g) Money.
- h) Mobile phones.
- i) Explosive/flammable items.
- j) Self assembly furniture.
- k) Items left inside furniture.
- l) Anything not packed or unpacked by us.
- m) Entering your loft unless it is professionally boarded with safe access and good lighting.
- n) Damage to plants or shrubs.
- o) Damaged caused by moths, insects or vermin.
- p) Lino floors.
- q) Loss or damage caused by leakage of liquid from a container unless it was packed by us.
- r) Fixtures and fittings of the property or goods damaged as a result of difficult access.
- s) Any consequences of war, invasion, civil war, acts of terrorism, destruction of or damage to the property by or under order of any government or local authority.

15. If any items have to go out or in the property via window or balcony, it will be at the customers risk and expense. The customer will be responsible for any damages or expenses if goods are moved this way.

16. Michaels Movers shall not be liable for loss or damage resulting from items which are brittle or have inherent defects.

17. The mechanisms in clockwork electronics or motor driven goods are not covered unless there are visible signs of impact or damage.

Insurance claims notification:

18. All claims arising from work carried out by Michaels Movers must be made in writing within 7 days of delivery.

Insurance excess:

19. The first £250 of any claim is to be paid by the customer.

Our right to subcontract the work:

20. When needed, Michaels Movers reserves the right to subcontract some or all of the work. You would be notified prior to any work taking place. Our Terms and Conditions would still apply.