**Terms and Conditions**

The conditions set out below are to clarify the rights, obligation and responsibilities of all parties to this contract. Where the wording “You” or “Your” is used will be referring to the customer and terms such as “We, “Us” or “Our” will be referring to the contractor. Changes to the terms and conditions are subjected to prior written agreement. Please pay close attention to Clauses 9, 11 and 12 where we have set out our liability to you for any loss or damage to your belonging or premises.

1. **Quotations**
2. Charges such as Congestion, Ulez, and other road tolls will be added to the total cost of our service only if applicable.
3. There will be additional charges if an incorrect floor level is given or if the lift which was confirmed initially is no longer available or working on the moving day. This includes items that does not fit into the lift. You will be charged furthermore accordingly if our limited parking distance (20 meters) of the van to the property entrance is breached. This includes to or from a lift or within any building/property.
4. According to our records, there are no very heavy or fragile items to be moved. All furniture is manageable for two men to comfortably lift and there will be no bags, boxes, and/or suitcases beyond 15kg. Any boxes, bags, and/or suitcases beyond this weight will need to be reduced before our team arrives. We have calculated the volume of all furniture pieces as standard (medium, not large) unless highlighted as otherwise in the inventory. The boxes, bags, and suitcases have all been estimated according to standard sizes. If you haven’t included all items such as pictures/frames, mirrors, lamps, fans, or rugs, etc to be moved in the inventory but would like these and/or other items to be moved, you must let us know as soon as possible. Regarding Parking, (the securing and cost of is your responsibility) our quote has been generated according to the above parking details.
   1. Our quotations may consist of Value Added Tax; it will not include customs duties along with inspections or any other charges/taxes owed to the government bodies. All such charges if any arise will be added on top of the quoted price and paid by you.
   2. The price is subjected to change or additional charge on top of the quoted price may be applied if circumstances are found to apply which have not been taken into account during the quotation preparation and confirmed by us in writing. This take into account:
   3. When our quotation is not accepted by you within 28 days, or the work is not carried out and concluded within three months.
   4. Anything beyond our control such as currency fluctuations, changes in taxation or freight charges will result in an increase of our cost.
   5. Our work is carried out on Saturdays, Sundays and any Public Holidays; outside of the normal hours which are from 08:00-20:00hrs at your request.
   6. We are to collect and deliver goods at your request above the ground floor as well as the first upper floor.
   7. We provide any further services that include moving or storing extra goods; however conditions apply to such work.
   8. There will be additional charges in an even where there are delays outside of our reasonable control and it will be in accordance to our standard rates applicable at the time.
   9. If the entry to the collection or delivery end is poor and it is unsuitable for the vehicles to approach.
   10. The customer is responsible for any Charges related to parking and other fees that we have to incur and pay in order to carry out the service that you require.
   11. The insurance option will only apply if it is stated on the quotation. Any significant exclusions from the insurance cover and a summary of the insurance cover held by us is either enclosed alongside these conditions or is available on request.
   12. The quotation we give you is not a guarantee that we have vehicles available on the day you require, similarly your signed acceptance of our quotation does not constitute a contract between us, so long as we have not yet sent you our written confirmation that we can move your goods on your required date. A written confirmation will be sent to you within one working day of our receipt of your acceptance of our quotation.
   13. Prior to commencing work, we will agree in writing to increase our limit of liability If the access or exit to the premises, stairs, lifts or any doorways are not suitable for free movement of the goods, without mechanical equipment or structural alteration or the approach, road or drive is unsuitable for our vehicles and/or containers to load and/or unload within 20 meters of the doorway.
5. **Work not included in our quotations (**Unless it was agreed by us previously in writing).
   1. We will not dismantle or assemble unit-furniture (flat-pack), fittings or fitments and so in any event these works will not be covered by any insurance provided.
   2. We will not disconnect or reconnect appliances (e.g., washing machines), fittings or equipment. (The removal team is able to do **basic** installing of some appliances such as washing machines however, they are not experts in that field as their profession is only removals so, please do not expect them to know about plumbing).
   3. We will not take out or lay fitted floor coverings.
   4. We will not take down or re-hang curtains, blinds or other window coverings.
   5. We will not move night storage heaters unless they are dismantled.
   6. We will not move any item or items which our removal crew reasonably believe they cannot move safely or the removal of which may damage the item or its surroundings.
   7. We will not clear driveways or other access areas (at either collection or delivery address) from snow or ice or other materials.
6. **Excluded Property items from our contract and will not be removed**
   1. We will not remove items such as jewellery, watches, trinkets, precious stones, money, any personal/religious items, deeds, securities, stamps, coins, or goods or collections of a similar kind.
   2. Potentially dangerous (e.g., Alcohol which is extremely flammable), damaging (e.g., Paint: which if spills, it will destroy the vehicle along with customers belonging) or any kind of explosive items.
   3. Goods likely to encourage vermin or other pests or to cause infection.
   4. Refrigerated or frozen food or drink.
   5. Any animals and their cages or tanks including pets, birds or fish.
   6. Cars, boats and caravans.
   7. Furs, perfumery, wines, spirits, tobacco, cigars, cigarettes, foodstuffs or perishable goods. Such goods will not be removed by us except without prior written agreement. If you submit such goods without our knowledge and prior written agreement we will not be liable for any loss or damage except when death or injury is caused by our negligence or that of our employees or agents and you will indemnify us against any charges, expenses, damages or penalties claimed against us by third parties.
   8. Breakage of owner packed property unless the box or container shows signs of external damage.
7. **Customer’s responsibility (**the followings are your sole responsibility).
   1. To declare to us the proper value of the Goods.
   2. To obtain at your expense all documents necessary for the removal to be completed.
   3. To be present yourself or appoint a representative at the departure and destination points to ensure that nothing is removed or left in error or is left in the wrong room.
   4. To prepare sufficiently and stabilise all appliances prior to the removal. Apart from our negligence we will not be liable for any loss or damage, costs or additional charges that may arise from any of these matters.
   5. To pay for any parking or meter suspension charges incurred by us in carrying out the work unless otherwise agreed in writing.
   6. To ensure that the fridge freezer, deep freezers are defrosted before transportation and not switched on straightaway, the recommended time to switch on these appliances is 24 hours after delivery. We do not pack and / or transport refrigerated or frozen contents.
   7. To provide us with a correct and up to date contact address and telephone number during removal transit and/or storage of goods.
   8. To ensure that the Goods or items you have packed are packed properly as the items packed by you are not covered under our insurance.
   9. The customer must show any damages to their goods or property on the day of the move if they decide to make a claim.
   10. We need to be given notice of any waiting time which may occur in the job due to handing over the property or waiting for keys and etc. Our waiting charge is £80 per hour, per van.
8. There will be extra charges for any additional items not listed on inventory.

1. **Ownership of the Goods** (by entering into this contract you confirm to us the followings)
   1. The Goods are your own property; or you have the authority of the owner of the property to make this contract in respect of the Goods.
   2. You will be responsible to pay for any claim for damages and/or costs against either of the above if this proves to be untrue.

1. **Postponements/Cancellations**
   1. If you postpone or cancel this contract we may charge according to how much notice you have given us. Although the customer has all the right to withdraw from the job, it is our policy that all the deposit will be kept, if it is requested within 14 working days and if the deposit was less than £300. However, if the deposit is more than £300, 20% will be returned.
2. **Payment of Removal Charges**
3. You are more than welcomed to pay for our service by cash or bank transfer on the day of the move.
   1. Unless you have our written agreement to the contrary you must pay our charges so we have cleared funds in advance of the removal. Unless we agree otherwise, you may not withhold any part of the agreed price.
   2. We reserve the right to terminate this contract if payment is not received before the removal date, and not to carry out any services quoted for. Failure to comply with our payment terms will also mean that the Goods are not insured.

1. **Our liability for loss or damage**
   1. In the event that we lose or damage your Goods, if we are liable, we will pay you up to a maximum of £50.00 sterling for each item which is lost or damaged, to cover the cost of repairing or replacing that item. In this respect an item is defined as any one article, suite, pair, set, complete case, package, carton or other container.
   2. We may choose to repair or replace the damaged or lost item. However if we choose to repair the item we will not be liable for any depreciation in value.
   3. Apart from our negligence we will not be liable for any loss, damage or failure to deliver the Goods if it is caused by any of the following circumstances:
      1. Fire howsoever caused.
      2. War, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, terrorism, rebellion and/or military coup, industrial action or other such events outside our reasonable control.
      3. Normal wear and tear, natural or gradual deterioration, leakage or evaporation or from perishable    or unstable Goods. This includes Goods left within furniture or appliances.
      4. Cleaning, repairing or restoring unless we did the work.
      5. Moth or vermin or similar infestation.
      6. Electrical or mechanical derangement to any appliance, instrument or equipment unless there is evidence of external impact.
   4. Additionally we will not be liable for any loss of or damage to:
      1. Any Goods in wardrobes, drawers or appliances, or in a package, bundle, case or other container not both packed and unpacked by us.
      2. Jewellery, watches, trinkets, precious stones or metals, money, deeds, securities, stamps, coins, or goods or collections of a similar kind, unless you have previously given us full information including its value.
      3. Goods which have a relevant proven defect or are inherently defective.
      4. Animals and their cages or tanks including pets, birds or fish.
      5. Plants.
      6. Refrigerated or frozen food or drink.
   5. Wear and tear, gradual deterioration, scratching, bruising or denting;
   6. Loss or damage of motor vehicles / goods / furniture caused by scratching, denting and marring unless you obtain from us a pre-collection condition report.
   7. Most of the items we move are not brand new and it is not possible to make a note of scratches or the current condition of every item which is the reason why scratches are not covered in the insurance unless you request a pre-collection report of item/s for which charges may apply.
2. **Insurance options** 
   1. This Condition applies only if you have accepted the Insurance Option.  In that event, the following provisions of this condition shall apply.
   2. We maintain an “open cover” insurance policy from which we are able to grant sub-policies to customers who accept the Insurance Option. If you accept the Insurance Option we shall arrange to extend to you the rights under our open cover insurance policy by way of a sub-contract of insurance in accordance with the summary of terms provided to you which will provide cover to you for your Goods. For the purposes of such insurance cover the indemnity value of the Goods shall be the value of the Goods stated in the acceptance of our quotation.
   3. If loss or damage occurs to the Goods as a result of any matter which may result in a claim under such insurance cover you shall be required to notify the insurer promptly of the claim in writing.  For the purposes of processing any such claim you shall provide the insurer or any agent of the insurer appointed to investigate such claim with such information and assistance as may reasonably be required in relation to the claim.  We will also provide to you, or the insurer, or any agent of the insurer appointed to investigate the claim, with such information and assistance in relation to the claim as may reasonably be required.
3. **Delays in transit**
   1. Unless we give a specifically agreed written timescale then arrival and departure times are an estimate only.
   2. If we do not keep to an agreed written time scale schedule and any delay is within our reasonable control we will pay your reasonable expenses which arise as a result of our not keeping to the agreed written time schedule. If through no fault of ours we are unable to deliver your Goods, we will take them into store. This contract will then be fulfilled and any additional service(s), including storage and delivery, will be at your expense.
      1. We shall not be in breach of this agreement nor liable for delay in performing, or failure to perform, any of our obligations under this agreement if such delay or failure results from events, circumstances or causes beyond our reasonable control including but not limited to adverse weather conditions. In such circumstances we shall be entitled to a reasonable extension of time for performing such obligations, provided that if the period of delay or non-performance continues for 4 weeks then you may terminate this agreement, without penalty by giving less than 7 days written notice to us.
      2. In the event that the agreement is terminated under clause 10.2.1 and we have part performed any of our obligations under this agreement, including but not limited to a completed or part-completed packing service and/or any storage requirement, any charges incurred by us at the time of your termination under clause 10.2.1 shall become chargeable in accordance with our standard rates applicable at the time.
      3. In the event of termination under clause 10.2.1, anything paid to us will be refunded, we reserve the right to set off such sums as are due to us under clause 10.2.2.
      4. We shall not be liable for any costs or charges you incur as a result of the termination of the agreement under clause 10.2.1.
4. **Damage to premises**
   1. We shall only be liable for damage to premises caused by our negligence. Any damages to premises must be noted on the delivery receipt and confirmed in writing to us within seven days unless you request a reasonable extension which we agree in writing. Because third party contractors or others are frequently present at the time of collection or delivery it is not always possible to establish who was responsible for loss or damage.
   2. If We are negligent or in breach of contract or otherwise responsible for causing loss or damage to your premises, we will pay you either the cost of repairing the damaged area to a maximum limit of £100; or up to a maximum of £100 for each premises.
5. **Time limits for claims**
   1. We will not be liable for any loss or damage to any goods unless any claim for loss or damage is notified to us in writing by recorded delivery post or email within 7 days (this is a requirement of insurers) of either their collection by you or delivery by us to their destination, unless you request a reasonable extension which we agree in writing.
6. **Our rights to withhold or dispose of Goods**
   1. We have a legal right to withhold or ultimately dispose of some or all of the Goods until you have paid all our charges and other payments due under this contract. These include any charges that we have paid out on your behalf. While we hold the Goods and wait for payment you will be liable to pay all storage charges and other costs incurred as a result of our withholding your Goods and these terms and conditions will continue to apply.
7. Full payments have to be completed prior to unloading the truck into your house your property.
8. **Disputes**
9. Any inappropriate behaviour or insulting language will not be tolerated by ZEDZ Removals Ltd and the job will be cancelled there and then.
   1. If there is a dispute arising from this agreement which cannot be resolved either by you or us, we may refer it to the Conciliation Service.
   2. In the event that you are not satisfied with the result of the Conciliation Service provided, you are entitled to referring the matter to a suitable body.
10. **Storage services**
    1. The following terms in addition to all other terms set out in this document will apply to all contracts for the storage of Goods:-
       1. If you require storage facilities you are obliged to provide a forwarding address and notify us in writing if it changes. All correspondence and notices will be deemed to have been received by you seven days after posting it to the last forwarding address recorded by us.
       2. The manner in which Goods are transported and whether we use conventional or containerised storage shall be within our sole discretion unless otherwise confirmed in writing.
       3. Where we provide an inventory of Goods stored on your behalf it will be accepted as accurate unless you provide us with written notice of any errors or omissions within 14 days of our posting the inventory to you.
       4. All charges for storage services are payable in advance. All our charges including removal charges must be paid in full in cleared funds before any Goods are released from storage and we shall be entitled to exercise a lien over those Goods until we receive payment of all charges due from you to us.
       5. We review our storage charges periodically. You will be given 28 days’ notice in writing of any increases following which our revised rates as notified will apply. We will always act reasonably in reviewing our storage charges.
       6. On giving you 28 days’ notice we are entitled to require you to remove your Goods from our custody and pay all money due to us. Any such notice will tell you that we will dispose of your Goods three months thereafter if you fail to pay all outstanding sums due to us and, in that event, we will do so without further notice. The cost of the sale or disposal will be charged to you. The net proceeds will be credited to your account and any eventual surplus will be paid to you without interest.
       7. If your payments are up to date we will not end this contract except by giving you three calendar months’ notice in writing. If you wish to terminate your storage contract you should give at least 14 days’ notice. Whilst we will use reasonable endeavours to arrange the release of your Goods on the dates you require, specific dates cannot be guaranteed.
       8. If you choose someone else to collect your Goods from our storage facilities we are entitled to make a charge for handing them over. Our responsibility for such Goods will cease upon their being handed over to your chosen representative.
11. **Whole agreement**
    1. These Terms and Conditions together with our quotation are intended to form the whole agreement between us and to prevail over any verbal discussions. Should we mutually agree to any variation of these terms such variation should be confirmed in writing. Any variation however agreed shall never invalidate the remainder of these terms and conditions.
12. **Jurisdiction**
    1. This contract is subject to the laws of England and Wales as our principal place of business is situated in England.