



## Terms & Conditions

### **Free use of boxes offer**

Our '*free use of boxes*' offer includes the use of up to 40 boxes (this is sometimes increased/decreased depending on circumstance, please check your quote for details). If you require use of boxes, please make Willow Removals aware at the time of enquiry. This offer is subject to availability. Boxes will be provided to you no later than five days before your removal date, providing the required deposit has been paid (in the case of cheques, the money needs to have cleared). Any boxes used must be returned in usable condition within 14 days of your move date, collection of boxes can also be an option depending on location. Please contact Willow Removals once your boxes are available. The '*free use of boxes*' offer may be withdrawn at any time without notice. We also ask that when marking the boxes please write on the tape so the boxes can be reused, please do not write on the boxes.

### **Packing**

If you decide to use our packing service, all your items will be insured in transit subject to our insurance policy. If there is a claim as a result of our insufficient packing, dropped items by us or a driving accident, items will be replaced as close as possible like for like, or in some cases a financial contribution may be made. Claims for 'general wear and tear' such as scuffs, scratches and blemishes will not be accepted and due to the nature of the job, to an extent, should be expected. We advise any valuable, high risk or sentimental items be packed by you and taken separately to the load. Please let us know of any particular items before we start moving your load.

### **Other packing materials**

Willow removals are able to provide other packing materials, subject to availability, which can be purchased for the following amounts (also subject to change):

Bubble wrap (large 100m roll) - £16

Packing paper (500+ sheets) - £25

Packing tape (per roll) - £2

### **Advice on self-packing**

If you decide to pack your own belongings, and something is damaged as a result of unsecured or inadequate or inappropriate packing, Willow Removals will not be liable to replace or repair these items. If you pack your belongings yourself all boxes need to be sealed, taped and reinforced (so as not to break when lifted). If it fits in a box it needs to be boxed. Any item that is deemed too large to pack should be flagged to Willow Removals. We are happy to provide protective wrapping material for these items, at an additional charge. Any item in a chest of

drawers or bedside cabinet can remain in them as long as it's not valuable or breakable. We ask that clothing is placed in bags, suitcases or boxes. We can come equipped with wardrobe boxes for suits and dresses on request. Good packing is essential for a stress free move and time should be spent doing this thoroughly to avoid any damage to belongings. All boxes should be labeled as to where they will end up. If using our boxes please write on the top tape and not on the box itself.

## **Insurance**

We hold valid Public liability insurance and also Goods in transit insurance. Goods in transit cover is up to £25,000 per van load and covers all general household items. See section '*High value items*' for items which our insurance does not cover. We can take items which are not covered by our insurance but if there is any damage, loss, spillages or breakages, these will not be protected under our guarantee. No reimbursement or claim can be made.

## **High value items**

As per our insurance policy, there are restrictions on us transporting certain items including high value items. These would include: Precious metals/stones and/or articles made of or containing precious metals and/or stones, Jewellery & watches, processed tobacco, palm-top and similar portable computer equipment, mobile and other portable telephone equipment, vehicles, propelled vehicles and money above £500. These can still be transported but our insurance will not cover if damaged in transit, we advise any items of this nature be taken separately to the load. For any item of worth of £2500 or more, please make us aware as separate cover may need to be organised..

## **Deposit**

We require a £200 deposit to secure a removals date and time, this can be paid preferably by cash but we will also accept bank transfer or cleared cheque. The deposit will be deducted from the final payment due. We will usually only accept booking deposits (when buying/selling and not renting) when contracts have been exchanged. Once a deposit has been made we do not issue refunds, we take deposits to secure a certain date so once received we cannot book another customer on that date. On some occasions we may ask for a higher deposit amount, this may be because you haven't yet exchanged but want to book a date or because the cost is a significantly high amount.

## **Removal time and date**

We will endeavour to arrive as close to the booked time as possible, but sometimes delays are unavoidable due to traffic or weather conditions. We will however inform you as soon as possible if we are running behind schedule.

## **Weather**

Due to the uncertainty of weather conditions we cannot guarantee any item will arrive in the condition it left in if it is raining or snowing on your moving day. Items and boxes unfortunately can get wet so we'd recommend drying these as soon as possible when we are met with such conditions. Items going into store on wet days can turn mouldy or can deteriorate during their time in the unit. Our insurance doesn't cover such circumstances so please be aware of our policy before booking. We take every possible effort to keep items dry but this is almost unavoidable when such conditions are present. Carpet and flooring can also be affected on wet days, this also can be a problem if there is mud, muck or soil in the entrance of your property. We aim to put carpet wrap down where possible and will take precautions to prevent any extensive soiling. Please be aware that this isn't always avoidable so no claim will be accepted if any damage is caused to carpet or flooring by any member of the Willow Removals team during your move. We

will take every effort to avoid such issues. Carpet wrap can get slippery when wet, please be careful when stepping on this especially on the stairs. Any accident caused by us putting down protective film will not be covered under insurance.

## **Payment**

Final payment is to be paid once the removal is complete or once the final invoice has been sent. We prefer cash as a method of payment but we can also accept bank transfer or cleared cheque (or Paypal as a last resort). Any additional costs that are incurred on the day (large, additional items not originally quoted for, access issues, additional packing material used and any toll, congestion charge or parking costs) will be invoiced separately after the move is complete. Please refer to the quote and any direct correspondence from ourselves for what's included in your move. We will gladly clarify this on request.

## **Dismantling & reassembly service**

Beds, wardrobes, tables, sofas and other large items need to be dismantled, where possible, before our arrival. We are happy to dismantle and reassemble your beds for an additional fee. If this service is purchased, your furniture is covered under our insurance, providing it's in good order. If the furniture is not in good order on inspection and dismantling, we will advise you and will not be accountable for any damages previously caused. If any furniture is damaged or broken under our care, we will replace damaged panels like for like or in some circumstances may offer a cash alternative. Any furniture assembled indoors may need to be dismantled to be removed from the home, please make our surveyor aware of any items which may fit into this category. Due to the typical flimsy nature of wardrobes, these can be dismantled and reassembled but will not be covered under our guarantee. There is usually an additional cost for dismantling and reassembling wardrobes and will be charged regardless if the unit is able to be reassembled or not.

## **Additional costs**

Our quotation is an accurate price based upon the information you provide to us. There will be no extra cost unless items are added to the quotation, such as; packing materials, dismantle service, high value insurance or date change. Dates are strictly a '*first come, first served*' basis, dates cannot be booked unless a deposit is received. Date changes may incur an additional cost if we could have booked another customer on your dates. We reserve the right to add additional costs due to unforeseen circumstances, such as waiting for keys, gaining entry to a property, or being given the wrong address details. If we cannot gain access to the property you are moving from or moving to, there may be an additional charge for the time that the Willow Removals team are delayed.

## **Access**

Please inform us of any restrictions in terms of access to your new or old property. This includes parking restrictions, stairs, number of floors, or needing to walk a distance from where we can park to the location of the property. A cost will be added if we are not made aware of any access issues and they come to light once we reach the property. If parking is not available, you are required to contact your local council to arrange an exception or permit. If a permit is not obtained and a fine is given, you will be required to pay this additional charge. We are happy to organise permits on your behalf.

If you had trouble moving an item into your house, we may have trouble moving it out again. Please inform us at the time of quotation of any possible items which may cause us trouble. It is your responsibility to ensure that the items we are moving will also fit into the new premises. We are not insured to remove doors or windows in order to get large items into your new property.

## **Weather**

Due to the nature of the job, weather may influence the time a job may take. We will always aim to move your belongings as swiftly and safely as possible but delays can happen. Rain and other adverse weather may cause boxes and furniture to become damp, we advise that if items become wet due to the weather that they be dried or emptied as soon as possible – this is down to the customer. Where possible we will line carpets and flooring with boxes, wrap or fabric but we cannot guarantee that flooring will be fully protected from stain or damage. We will always try our best to wipe feet and avoid any blemish to the property but due to the nature of the job we can't guarantee it and will not be held liable if any damage occurs.

### **Waste & House clearance**

We are not a house clearance company but can provide a similar service for individual items or smaller loads. On occasion we may offer to take unwanted items of value and dispose/sell these. We are always happy to consider taking any unwanted items.

### **Storage**

When putting items into storage, whether arranged by us or not, we need to make you aware that our insurance doesn't cover items for the duration they're in storage. Additional insurance can usually be purchased through the storage company or in some cases home & contents insurance can cover the duration depending on your insurance provider. Our insurance will cover you to and from storage only. If it is raining when we put items into store we will do our best to keep things dry but inevitably this may not be possible. For longer term storage (when items are put in wet) this can cause items (generally fabric) to mold or deteriorate, we will not be held responsible for rare circumstances such as these.

### **Other**

We are not insured to remove curtain poles, brackets or nails from walls or disconnect washers, dishwashers or cookers. We are also not insured to remove light fittings, we are not electricians. We are not meant to go into any loft for insurance purposes so any loft items need to be down from the loft. We are happy to have it handed down, and the same at the new property, to hand it up. This is strictly due to insurance and health & safety purposes. Our insurance doesn't cover us to transport paint, gas or flammable liquids but we will always do our best to make alternative solutions for items which we cannot handle. If we end up taking restricted items we are happy to do this but our insurance becomes void if a claim is then pursued.