



Tel: 01159 412 818 / 07970 383 207

Email: peter@albanyremovals.co.uk

Web: www.albanyremovals.co.uk

Terms and Conditions

The conditions below explain responsibilities, rights and obligations of both Albany Removal Ltd (we/us/our) and their customers (you/your).

Quotation

1.0 Our quotation is an inclusive price.

Amendments

2.0 We reserve the right to amend the price stated in the quotation to take account of changes of circumstances which were not taken into account when preparing our original quotation and are confirmed to us in writing.

Such factors may include the following:

2.1 Where the work is not carried out within 3 months of the date stated in the quotation.

2.2 Changes due to issues beyond our control such changes to taxes currency value fluctuations, increases in costs in diesel and oil prices, packing materials, congestion charges, toll charges and other freight charges.

2.3 We have to collect and/or deliver goods in challenging conditions with additional activities that we were not made aware of at time of quotation, such as:

- i. Above the ground floor and first floor.
- ii. Collected from or delivered to other premises including storage units.
- iii. Using stairs, lifts, corridors, doorways or other access points which are not adequate for movement of goods and therefore additional time, equipment and/or structural alterations are required for the move to proceed.

2.4 We supply any additional services.

2.5 The work is carried out outside normal working hours (8.00 am to 6.30 pm) at your request after the quotation is given.

2.6 We are requested to provide additional services not included in the quotation, including the packing, moving or storing of extra goods.



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2.7 We are unable to access the collection or delivery point or such access is inadequate or inappropriate for our vehicles. If access is not possible then we may offer the alternative for you to hire at your expense a smaller vehicle. We will then tranship the load piece-meal and will charge for the extra time needed on a pro rata basis. If our driver is required to drive the hired vehicle, then all insurance cover for the vehicle and goods carried must be organised and paid for by yourselves.

2.8 We have to pay parking or parking penalty charges, congestion charges, road tolls in addition to those quoted

2.9 There are delays or events outside our control which increase the cost or resources required to complete the work.

2.10 Our quotation does not constitute a contract and accordingly there is no contact between us until you have returned the 'Acceptance' form, at the bottom of these Terms and Conditions, duly signed and dated with the appropriate deposit paid and we have confirmed receipt of such form. The contract will then be on these Terms and Conditions. We accept digital copies or an email, from your personal account, stating clearly that you have read and accepted Albany Removals Ltd terms and conditions

Additional Work

3.0 Unless otherwise agreed in writing the following is not included in the quotation:

3.1 Dismantling or assembly of units including flatpack.

3.2 Disconnecting, reconnecting, dismantling or reassembling any appliances, fixtures, fittings or equipment.

3.3 Taking up or removal of fitted floor coverings.

3.4 Fixing of furniture, such as wardrobes to the wall.

3.5 The movement of any item or items which our staff reasonably believe they cannot move safely, whether due to its nature or position. As per Health and Safety guidelines, we may decline to move/carry any packed box which weigh over 25kg. You are recommended to make arrangements for any such work to be provided for separately.

3.6 If you have requested and paid for a dismantling and/or reassembling service it is on the express understanding that as we are dealing with previously erected goods, whilst all care will be taken, we will not be liable for any damage howsoever caused.



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3.7 When dealing with bed slats the plastic retainers can become brittle over time and we cannot be held responsible for breakages.

Your Responsibilities

4.0 You must:

4.1 Declare in writing to us the value of the goods being removed and/or stored, unless you elect for our liability to be limited to £40 per item as set out in clause 9.0.

4.2 Obtain at your own expense all permissions, consents, licences, permits or customs documents required for the removal of the goods.

4.3 Be present either personally or through an authorised representative during the collection and delivery process.

4.4 Prepare and stabilise all appliances prior to their removal.

4.5 Take reasonable precautions to prevent the unauthorised removal of goods not belonging to you and check to ensure that all your goods are duly removed.

4.6 Provide proper protection for goods left unattended or in unoccupied premises.

4.7 It is the customer's responsibility to ensure that all goods will fit into the final destination property. The Removal Company will not be held responsible if goods will not fit, either as a result of access issues or due to the volume of goods.

4.8 Empty, defrost and clean refrigerators and freezing equipment.

4.9 In addition you must provide us with contact details during the removal process including transit and/or storage of goods to the point of delivery.

4.10 We will not be liable for any loss, damage, costs or additional expense that may occur as a result of your failure to fulfil these obligations by reason of our own negligence or breach of contract.

4.11 No employees will cross any ground that is muddy, waterlogged or in any condition that would affect the ability of the crew to remain in a clean, tidy and professional appearance.



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Ownership of Goods

5.0 You confirm to us that the goods being removed are your property or that you have the authority of the owner to enter into this contract in relation to the removal of the goods and storage thereof.

5.1 You undertake to indemnify us for any claims and keep us indemnified against any claims resulting from any breach by you of clause 5

Excluded Goods

6.0 Unless previously agreed by us in writing, from the director, the following items are excluded from this contract and will not be removed:

6.1 Prohibited, stolen goods, drugs, pornographic material, potentially dangerous, damaging or explosive items such as aerosols, paints and firearms and/or ammunition. Also, gas in any form or bulk liquids including oils, fuels and/or cleaning products.

6.2 Jewellery, watches, trinkets, precious stones or metals, money, deeds, securities, stamps, coins or collections of any similar kind.

6.3 Any goods likely to encourage vermin or other pests or to cause infestation or contamination.

6.4 Perishable items and/or those requiring a controlled environment or refrigerated or frozen food or drink.

6.5 Animals, birds, fish or any livestock.

6.6 Goods requiring any licence or government consent for export or import or any movement contemplated within the removal.

6.7 If we do agree to remove any such goods we will not accept any liability for loss or damage unless we are negligent or in breach of contract. If you submit any such goods without our knowledge, we will make them available for your collection and if you do not collect such goods within a reasonable time, we reserve the right to take further steps in relation to the disposal of any such goods. You must indemnify us against any additional charges, expenses, damages, costs or claims incurred by us as a result.



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6.8 We accept no liability for any garden furniture, pots, plants etc. due to the nature of weathering that can make such items unstable and brittle.

Postponement and Cancellation

7.0 If this agreement is postponed or cancelled we will retain the deposit. The remainder of the cost is charged depending on the amount of notice given. Our charges are as follows:

7.1 More than 7 days before booked date: no charge.

7.2 Between 3 and 7 days before booked date : up to and not more than 50% of the removal charge.

7.3 Less than 3 days before the booked date: the full amount.

7.4 For this purpose working days include Mondays to Fridays other than public holidays.

7.5 If cancellation is with more than 7 days' notice and a deposit has been paid and/or boxes delivered, then we will make a nominal charge to cover the cost of delivery/collection/cancellation .

7.6 If commencement of unloading is delayed due to key waiting, then the following may apply:

The unloading crew will not unload if it would mean unloading cannot be completed by 6.30 pm. The usual calculation for unloading is two thirds of the loading time. We may alter this at our discretion, otherwise the goods will be unloaded at the next opportunity and the extra costs to be borne by the customer.

7.7 If key exchange does not happen on the removal day, and after we have loaded then we will arrange storage for your goods at your cost. We will then reorganise your redelivery at the same cost to you of the original booked move.

7.8 Waiting Time Waiver. When we assess your move, we endeavour to include, in our calculations, the time required for your move without accounting for unforeseen delays.

In most cases when buying and selling a property we will get access to commence unloading to the new property by 2.00 pm.

If, however, we have to wait until after 2.00 pm then we will levy a charge which will be shown in your quote for the job.



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If we arrive after 2.00 pm then charges will commence from our arrival time.

By agreeing to our T&Cs it will be taken that you understand and accept this waiting time charge.

To give you extra peace of mind we can also offer a 'Waiting Time Waiver'.

This requires a one-off payment of 10% of the move price, excluding any extra charges (packing, dismantling etc)

Taking this option means that there will be no further charges up to 4.30 pm.

If we are still waiting after this time, then previous waiting charges will commence from this time or alternatives may have to be found regarding unloading/storage.

Payment

8.0 You must pay our charges so that we have cleared funds in advance of the removal.

8.1 We will accept cash payment on the day of the removal only if agreed prior and stated on the 'Acceptance' form. This must be paid prior to the commencement of loading.

8.2 You must not withhold any part of the agreed price.

8.3 We reserve the right to charge interest on overdue amounts.

8.4 Payment terms may only be varied with our written agreement in advance.

Our limited Liability for Loss or Damage

9.0 Our liability for negligence or breach of contract or otherwise under common law in relation to your goods is limited to the value declared to us under Clause 4.1 or £20,000 whichever is the least. If no such value is declared, or if you so elect, for the maximum amount of £40 per item. In this respect an item is defined as any one article, suite, pair, set, complete case, package, carton or other container. These limits may affect the quotation.

9.1 We are not liable on a 'new for old' basis for any lost or damaged goods.



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9.2 We shall not be liable to the extent that loss or damage is caused or contributed to by moving goods under your express instructions against our advice and in a manner that is likely to cause damage.

9.3 You must notify us within 7 days of any damage to premises and to goods for removal.

9.4 We shall not be liable for damage to flat pack units that we are asked to move in their completed state.

9.6 We shall not be liable for scuffs or other removal marks to soft furnishings and/or mattresses that are not protected or that we have not been requested to supply and fit such coverings and protection to.

9.7 We shall not be liable for loss, damage or, if in any way we are unable to fulfil our contract with you for the following:

Act of war (whether declared or not) foreign or UK hostilities, civil war, terrorism, act of God or any other event that is deemed to be beyond our reasonable control.

Excluded Risks

10.0 We are not liable for the following:

10.1 Loss or damage to cars or other motor vehicles unless carried in an enclosed vehicle or trailer specially constructed for the purpose.

10.2 Electrical and mechanical derangement, unless shown to be as a result of physical external damage to the item concerned or as a result of fire, flood, collision or overturning of road vehicle or other conveyance.

10.3 Breakage, scratching, denting, chipping, staining and tearing of items packed by you including trunks, suitcases and the like unless reasonably attributed to physical damage to such items caused by collision or overturning of road vehicle or other conveyance. To reiterate and clarify self-packed items are not covered.

10.4 This policy shall also exclude claims for missing items unless an inventory is supplied by you and approved by us prior to the move.

10.5 Loss or damage which occurs prior to collection or packing by us or after delivery or unpacking by us.



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10.6 Loss or damage to jewellery, watches, trinkets, precious stones, precious metals, coins, money, deeds, bonds, securities and stamps or collections of a similar kind.

10.7 Loss or damage caused by wear and tear, general deterioration, warping or shrinkage, moth or vermin unless it can be reasonably demonstrated that such loss or damage arose as a result of our actions or failings.

10.8 Any consequential loss.

10.9 Loss or damage to refrigerated or frozen food and/or drink, plants, house plants, brittle objects, items with inherent defects howsoever caused and/or goods likely to encourage vermin and other pests to cause infection. Outdoor and garden pots and containers are specifically excluded from any cover.

10.9 Prohibited or stolen goods, drugs, potentially dangerous, damaging or explosive items including gas bottles, aerosols, paints, firearms and/or ammunition.

10.11 Animals and their cages or tanks including pets, birds or fish.

10.12 Mysterious disappearance of customers goods in transit unless evidence, inventory, can be provided to prove beyond reasonable doubt that the loss is solely attributable to the dishonest actions of an employee.

10.13 None of our employees will incur any liability to you.

10.14 If the value of your goods in store or in transit is, at the time of loss or damage, collectively of greater value than the value declared, then you will bear the equivalent proportion of the claim in the same ratio as the actual value exceeds the declared value.

10.15 Our liability is limited to the reasonable cost of repair and no claim will be considered in respect of any depreciation in value of any item as a result of such repair.

10.16 Where any item consists of items in a pair or set, we will not pay more than the value of any particular part or parts which may be lost or damaged, without reference to any special value which such part or parts may have as part of a pair or set, nor more than a proportionate part of the declared value of the pair or set.

Delays In transit

11.0 Unless specifically agreed all arrival and departure times are estimates only.



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11.1 HGV drivers are restricted in their daily working hours and all workers must abide by WTD hours restrictions. Therefore, the following will apply:

All moves undertaken by, though not exclusive to, an HGV, will be subject to completing the move over two days if the distance between properties is deemed to be too great to complete and return to base in one day within the maximum allowed working hours.

Time Limit for Making a Claim

12.0 You must notify us of any loss or damage within 7 days of the collection of goods by you or their delivery by us, to their destination unless, under exceptional circumstances, we agree in writing to an extension of this time limit. If you fail to make a notification to us of such loss or damage within this time scale, we will not be liable.

Withholding or Disposal of Goods

13.0 We have the right to withhold and/or ultimately dispose of some or all of the goods if payment has not been received.

13.01 Goods will be released if payment of the original bill, plus any further cost incurred as a result of the delay, are paid within 3 months.

13.02 In the event of continued failure to pay some or all payment owed within 3 months of the commencement of storage or from the last full and complete payment, the goods will be disposed of or if possible, sold to cover costs. Any outstanding costs (minus any money made from the sale of the goods) including costs incurred to dispose of goods, will be added to the overall charges still due.

Subcontracting

14.0 We reserve the right to sub –contract part or all of the work provided for under this agreement in which case these Terms and Conditions will continue to apply in full.

Applicable Law

15.0 These Terms and Conditions are subject to the Law of England and Wales.



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Whole Agreement

16.0 These Terms and Conditions together with our quotation form the whole agreement between us and all other correspondence or oral discussions or representations are excluded.

Termination

17.1 We may terminate this contract, in relation to storage of goods, on three months' notice in writing or after three months following the quotation date. If you wish to terminate this agreement whilst your goods are in our storage you must give at least 10 working days' notice in writing. You remain liable for charges for storage up to the date of release of the goods to you.



Terms and Conditions Acceptance Form

I/We _____

have received, read and agree to accept the quote for services, provided by Albany removals Ltd.

have read and agree to the Terms and conditions of Albany Removals Ltd. services, in full, as stated above.

Have made payment of an agreed deposit.

Signature: _____

Date: _____

Signature: _____

Date: _____

Please return a digital copy or confirmation email from your personal address, via email, to peter@albanyremovals.co.uk

Or

Post to: 65 Elms Park, Ruddington, Nottingham, NG11 6NQ