



REMOVALS

01363 866932

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www.vvmremovals.com

Terms and Conditions – VVM Removals Ltd

Introduction

Our Terms and Conditions are in place to ensure all parties involved in the moving process (stating the Remover – ‘us’ or ‘our’) or (the Customer – ‘you’ or ‘your’) know what their responsibilities and liabilities are. We’re confident that your removals will go ahead without any problems or misunderstandings. However, it’s important that you read the Terms and Conditions Agreement to ensure you are familiar with these before you sign the acceptance of the quote so we can progress your request for us to carry out your removals.

Quotation, Order & Removal Date

We will have supplied you with a quotation either in writing or by e-mail to your preferred address. This quotation is valid for 90 days from the date of issue.

This quotation is subject to VAT and unless otherwise stated. We reserve the right to change to quotation after it is issued subject to known and agreed changes in your circumstances which were not taken into account when preparing the original quotation.

Such factors may include the following:

Where the work is not carried out or completed within 3 months of the original dated quotation

We have to collect items for removals from other locations not identified in the original instructions for removals

We supply additional services (i.e. storage facilities, packing services etc.)

The removal of goods is an increased amount than was originally quoted for. There are events or delays outside our control which prevent us from collecting or delivering your items which attract an increased cost in order to complete the work. Our Quotation does not constitute a contract and accordingly there is no contract between us until you have signed the agreement accepting the quote that we can move your goods on the required date.

Such confirmation of acceptance of the quotation will be acknowledged by us to you by e-mail or letter prior to the date of removals thereby concluding a Contract will be on these terms and conditions.

The date of the removals to take place will be confirmed with you prior to the event to ensure all details are as on the quotation and the correct address is known and any access difficulties identified, and to confirm a time of arrival.

Additional Works

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

Disconnect or re-connect electrical appliances or white goods

Disconnect or re-connect gas appliances

Take up or re-lay carpet or laminate flooring

Dismantle or reassemble furniture, fittings or self-assembly units

Move storage heating systems, unless already dismantled and disconnected

Move items from lofts or roof spaces

Large items which require specialist removal solutions or equipment or that requires removal of windows/stairways/doors to remove items from your home.

Restricted Items

The following items are not permitted to be removed unless previously agreed. A detailed inventory will need to be supplied to us in advance of the date or removals. If this is agreed, we will not accept any liability for loss or damage of any such goods without our knowledge.

If you wish any of the items below to be considered:

Plants or goods which are illegal

Items which are known to contain any infestation or vermin (fleas, mice, ants, etc.)

Items which do not belong to the owner who has requested the removals (E.g. items owned by a Landlord whereby a customer is a tenant moving from a rented property)

Any animals and their cages, such as birds, fish. Bottled gas, firearms, ammunition and explosives Perishable food (freezer food, etc.) or items requiring a regulated temperature. Goods requiring a Licence or Government consent for removal regarding import or export. VVM does not carry out removals of motor vehicles, motorbikes mopeds, boats, trailers, quad bikes, or other motorised or traction engine vehicles.

Your Responsibilities
You must: obtain at your own expense permission licences permits etc. to remove items from the property and be allowed to be transported elsewhere and take reasonable steps to ensure that only goods owned by you are removed as part of the removal process.

Be present either personally or through an authorised representative during the collection and delivery of the items quoted for removals. Empty defrost and clean freezer and fridges before removal. Prepare and stabilise any all appliances prior to removal (washing machines). Provide correct protection for your items left in unoccupied premises. That you are the owner of the items to be removed and have gained all consents to remove items to an alternative location on the date specified on the quotation. VVM will not be liable for any loss, damage cost or additional expenses that may occur as a result of your failure to fulfil these obligations unless by reasons of our own negligence or breach of contract.

Postponements & cancellations

If this agreement is postponed or cancelled we may charge you if late notification is made to us. Our charges are as follows:

More than 7 days notification – no charge

Less than 24 hours of removal date – 10% removal cost

Sub-contracting

We reserve the right to subcontract part of the removals work as agreed to a preferred partner company in which case these terms and agreement will continue to apply in full

Delays in Transit

Unless specifically agreed all arrival and departure times are estimates only. If a specific timetable is agreed or required this must be established and identified when accepting the quotation from VVM. Delays beyond our control (adverse weather conditions traffic problems etc.) cannot be accepted for compensation. Delays within our control or due to negligence on our behalf will result in VVM taking the belongings into storage at no cost until another agreed delivery date can be established.

Payments

In most cases whereby a removal quotation under £200 value a deposit will not be requested. A Deposit of 25% of the removal cost will be requested normally 1 week prior to the date of removal. You must not withhold any or part of the payment due to any dispute over damage in transit of your goods. Payment terms may only be varied at the discretion of the Director of VVM. We reserve the right to charge interest for any overdue accounts The full cost of the removal quoted with any additional costs agreed will be due for payment on the day of removal. Cash or cheques are acceptable. VVM does not at this current time take credit card payments, PayPal, or BACS.

Withholding or disposal of goods

We have a right to withhold and or ultimately dispose of some or all of the goods until you have paid all our charges and any payments due under this or any other agreement with VVM. These may include any charges which we have paid out on your behalf whilst we hold your goods you will be liable to pay all storage charges and other costs incurred by us as a result of withholding your good and these terms and conditions agreement will continue to apply

Excluding risks

We are not liable for the following:

Electrical or mechanical derangement unless shown to be as a direct result of negligence, fire, overturning or collision of a transporting vehicle.

Breakage scratching, chipping, staining and tearing of items packed by you including trunks, suitcases and packing boxes and the like unless reasonably attributable to physical damage to such items caused by collision or overturning of road vehicles.

This policy also excludes claims for missing items unless a valued list of contents is supplied by your prior to the commencement of transit and such list approved by us.

Loss or damage which occurs prior to collection or transportation by VVM

Damage which occurs after delivery or unpacking by us.

Loss or damage to jewellery watches precious stones, coins money deeds bonds securities stamps or collections of similar kind except whilst stored in a locked secure safe. Loss or damage due to known wear and tear gradual deterioration, warping or shrinkage, moth or vermin unless it can be reasonably demonstrated that such loss or damage arose as a direct result of our actions or failings of those or our sub-contractors.

Mysterious disappearances of customers goods in transit unless evidence can be provided to prove beyond all reasonable doubt that the loss is solely attributable to the dishonestly or connivance of our employees.

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

Where an item consist as part of a set, we will not pay more than the value of any particular part or parts which may be lost or damaged.

Our liability for loss or damage

Our liability for loss or damage or for negligence only We are not liable for new for old basis on any items identified and agreed as such damaged whereby liability is accepted by VVM

We are not liable on the basis that loss or damage is caused or contributed to by moving goods under your express instructions against our advice or guidance and in a manner which is likely to cause damage or loss.

You must notify as reasonably as possible of any damage to your premises or belongings so that liability can be agreed.

Time limit for making claims

You must notify us within 7 days of the collection and removal of goods by VVM or our sub-contractors of any damage or losses. Or within 7 days of their delivery by us to their destination, unless we agree an extension of this time limit, if you fail to notify us within this timescale of such loss or damage we will not be liable.

Applicable Laws

These terms and conditions are subject to the Law of England and Wales

Whole Agreement

These terms and conditions together with our quotation terms form the agreement between us and all other correspondence or oral discussions.

Termination

We may terminate this contract at any time allowing for reasonable notice to you to find alternative removal options.

If you wish to terminate the agreement whilst your goods are in our possession you must give us reasonable notice of doing so or intention. You remain liable for charges for temporary storage up to the date of release should you terminate your contract with VVM resulting in goods needing to be placed in storage.



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