

## Moova Ltd Terms and Conditions 5/2016.1

By accepting the services of Moova Ltd it is accepted that you voluntarily agree to the following Terms and Conditions:

1. Moova Ltd accepts payments in cash, cheque with a guarantee card, Credit/Debit Card (3% Charge) or BACS. Payments must be given to the Team Leader after the move is completed, unless invoicing has been previously arranged. Invoices are payable within 21 days of completion of the task.
2. Quotations are valid for 28 days from the date provided.
3. Unless extenuating circumstances are discussed with Moova Ltd and a booking is cancelled within than 36 hours prior of the start time agreed task Moova Ltd reserve the right to charge 75% of the fixed price quotation for the cancellation.
4. The quotation provided is determined as the estimated time to collect, load, transport, unload and return. This is a fixed price quotation, which includes VAT and any foreseeable charges. The Company charges for the journey time to and from properties.
5. If a delay occurs at the point of receiving e.g. the goods for transport not ready for collection (unless previous arrangements have been made) and/or the point of delivery e.g. no access because a property exchange has not been legally completed, Moova Ltd has the right to impose a charge of £35 per hour (or part thereof). After 19.00 hours the cost will be £50 per hour (or part thereof), unless otherwise agreed. Any additional charges will be due immediately.
6. Items being delivered to a new address must be checked for size before delivery. Moova Ltd cannot be held responsible if the item is too large for entry into the new address. In the event of items too large for entry Items will be deposited at the closest point – or as agreed.
7. No items will be stored in a Company vehicle overnight, unless a prior agreement has been made. Charges may apply if items are stored in the vehicle overnight.
8. For waste removals disposal costs at a Licensed Waste Transfer Station these are included in the quotation.
9. Any additional costs e.g. bridge/tunnel toll charges, road tolls, London Congestion Charge and vehicle parking fees will be added to the bill.
10. Moova Ltd. is an Environment Agency Licenced Waste Carrier. However we are not insured to carry hazardous material, such as asbestos and chemicals. Plasterboard cannot be transported for disposal in our vehicles. The Team Leader has the right to refuse to transport what is determined as a hazardous material.
11. Customers must check adequate access for parking at the point of collection and delivery; inadequate access causing delays can affect the price quoted.
12. All goods must be packed and ready for collection when our vehicle arrives. Unless prior arrangements have been made, Moova Ltd does not provide a packing service. It is the customer's responsibility to ensure that all goods being transported are adequately and safely packed. We will not accept liability for damage to any goods caused by insufficient packing. It is your responsibility to ensure that all goods being transported are adequately packaged.
13. The Moova Team are extremely careful when handling, loading, moving and unloading our customer's goods. However, we cannot accept responsibility for loss or damage to property after a move. It is our customer's responsibility to pack items securely in strong boxes with the tops and bottoms taped.
14. Moova Ltd is not insured to disconnect or reconnect washing machines, dishwashers, cookers, radiators etc. before or after the removal/delivery.
15. The following items are excluded from being transported by Moova Ltd:
  - 1) Jewellery, watches, trinkets, precious metals, precious stones, securities, legal documents, valuable personal documents (e.g. passports, birth/marriage certificates), bonds, deeds, stamps, coins or collections of any kind.
  - 2) Flammable liquids and gases.
  - 3) Drugs.
  - 4) Firearms and ammunition.
  - 5) Stolen or prohibited goods.
  - 6) Pets.
  - 7) Refrigerated or frozen items.
16. Customers must arrange parking at the address if restrictions apply, or pay for any parking fines incurred while we are working at their address. Parking arrangements are to be made by the customer with the local council authority.
17. By prior arrangement Moova Ltd can disassemble and reassemble items, although we will make every effort to avoid damage to your items, Moova Ltd cannot be responsible for any damage occurring. Please ensure any items that need to be disassembled are ready on the day of the move.
18. Moova Ltd cannot be held liable for late arrival to an agreed address, due to unforeseen circumstances, e.g. due to traffic congestion etc. The Team Leader will try to contact the client within 20 minutes of being late.
19. If a lift is to be used in any apartment blocks then please arrange permission and arrange for a lift key from the caretaker to block off the lift to avoid damage to the lift unit. If a lift is not working, additional charges may apply.
20. If what is determined as undeclared or unreasonable access e.g. flights of stairs in apartment blocks additional charges may apply.
21. Moova Ltd will not tolerate and will prosecute customers who abuse or physically harm our staff. Moova Ltd reserves the right to terminate the task in such instances.