

MOVE U REMOVALS TERMS & CONDITIONS as at August 2015

1. Arrival times of morning bookings are within a 30-minute variance dependent on traffic but we do try to arrive promptly for morning bookings.
2. Arrival time of afternoon bookings cannot be guaranteed. We will endeavor to arrive within an hour of the booked start time.
3. Our prices are charged at an hourly rate with a set call out/depot fee and are inclusive of GST.
4. Additional travel fees apply if the pickup address or destination address is more than 30km for the CBD. These fees will be discussed and agreed upon prior to commencement of job.
5. Relocations are charged in 30 minute increments (rate is 30 minutes of the set hourly rate), after the first minimum two hours.
6. Any tolls incurred during the relocation will be charged to the client.
7. Any waste disposal fees incurred during the relocation will be charged to the client.
8. Pianos and pool tables are specialist items and incur a \$150.00 surcharge and removal must be prearranged and approved by the office. We reserve the right to refuse removal of pianos and pool tables if we have not been informed of them prior to the removal.
9. A fuel levy may be charged if the distance traveled on the move exceeds 50kms.
10. All moving estimates given over the phone are not a fixed cost and the minimum fee is not a fixed costing of the move, the hourly rate applies to all jobs as set out in point 5.
11. We reserve the right not to move any of the above listed items if the office was not informed at the time of the booking.
12. We do not move gas bottles, paints, flammable liquids etc.

Please notify our office if you have any of the following items:

- Double Door Refrigerator
- Piano, Pianola or Organs
- (Surcharge of \$150 will apply)
- Safes
- Spas
- (Minimum of 4 men required to move spas)
- Items made from marble

- **PLEASE NOTE:** we do not cover items made of marble in our transit insurance and marble items are moved at your own risk)
- Sofa Beds
- Glass Table tops or cabinets
- Gym equipment, including treadmills, running machines
- Pool or Snooker Tables
- (Subject to approval and additional charges if tables are slate)
- Pot Plants
- (We will move pot plants if we are able to lift them but they must be dry and clean)
- Animal enclosures, fish tanks etc

Cancellation Policy

Any move cancelled with less than 24 hours notice will incur a one hour penalty that will be charged upon late cancellation. An invoice will be issued or your credit card will be charged upon receiving your consent.

Any move cancelled once our removalists are onsite will incur the full minimum charge.

This fee will be charged to a valid credit card on the day.

Payment

Payment is due in full on completion of the move.

We accept cash or credit card (MasterCard or Visa) as forms of payment.

WE DO NOT ACCEPT CHEQUES OF ANY KINDS.

We do not accept American Express.

Approved companies will be given a seven-day trade account.

Vehicle Sizes

We endeavor to always quote the correct vehicle for your move. However, our decisions are based on the information we are provided with by you over the phone. We have various size vehicles, which may be appropriate. Please ensure you provide our office with accurate information so that the correct truck size is provided.

Please advise the office of any loading dock height clearance issues at the properties. If you require a Ute to access the building that you are moving from and too and ferry goods up to the truck there is an additional surcharge of \$110. This service must be prearranged and is subject to availability.

Insurance

Transit Insurance is included in your removal cost. Being if the truck is in an accident whilst your goods are on board our transit insurance will cover the cost of replacement items based upon their current market value up to the total combined value of \$50,000 for all goods.

Accidental insurance whilst the men are taking the goods on and off the vehicle is **NOT** included in the removal fees quoted and or charged and should you require this please go to www.removalsinsurance.com.au and organize independently.

Despite all the care and expertise we take, accidents can still happen and some things are outside our control. We will endeavor to ensure there is no loss or damage, but we do recommend you take out insurance.

All transit insurance claims must be reported on the day of the removal via phone to the office and an email including photos of the claimed damage must be submitted in writing within 72 hours of job completion detailing the claim including proof of receipt, repair/replacement costs.

Gold Coast Arrivals Pty Ltd
ACN 124 257 389

Trading as Move U Removals and Transport