



**Terms & Conditions**

**Clients name:** .

1. The A2B Removals vehicle is a large luton long wheel base van.
2. The **REMOVAL** means moving your household goods from your current house/flat to your new house/flat based on the addresses you provided.
3. Our Formal Quotation is £ or hourly rate £
4. The quote is based on the information that the client has provided at the time of viewing or by email, text of phone.
5. These charges apply from depot to depot.
6. Any estimates that are given to you verbally, is an estimate.
7. The quoted price is subject to the final cost of your removal job. subject to clauses 2, 3, 7, 8, 9, 10, 11.
8. A2B Removals reserve the right to refer your removals job to another independent company on the day of your removal.
9. **key wait**, whilst we are waiting for your permission to enter the new property that you have acquired. Key wait charge is £60 per hour and is **not** included in the quotation. Key wait starts from 2:30pm. You can also agree a fixed sum in case of key wait which will cover you in case this happens.
10. Delays due to road conditions are £60 per hour. The client to inform A2B Removals the most route to their new home.
11. Extra vans or labour (if available) can be supplied to the client's removal job if requested by the client 7 days prior to their house removal date. There will be an extra charge for this.
12. By request of the client we can dismantle or assemble a unit or system of furniture (flat packs, fitments or fittings). Disconnect, reconnect, or reassemble appliances, fixtured, fittings or equipment. A rate of £60 per hour is applied.
13. Parking or other fees/charges whilst carrying out services on your behalf will be charged to the client.
14. The client or his appointed representative should be in attendance during the time of the removal service.
15. A2B Removals have Goods in Transit Insurance Limited to £10000. Client excess of £200.
16. For ownership of the goods, by entering into this agreement, you guarantee that:
  - a. Goods to be removed and/or stored are your own property or
  - b. The person(s) who own or have an interest in them has given you authority.
17. The client should ensure that all their goods to be moved have been placed in the van.
18. The client should ensure that all their goods are removed from the van at the end of job.
19. Valuable or fragile items, e.g. jewellery, cash, drugs, mirrors, TVs, ornaments, family heirlooms, etc are taken by the client.
20. Items packed by the client are at the client's own risk when transported by A2B Removals. Please ensure that all boxes are double skin, bubbleskin lined. Wrap, stack plates individually. Your own personal clothes are packed proficiently.
21. Please ensure that all loose items are packed in preferred box size. Bin liners maybe used for soft unbreakable items. Please visit our Facebook for preferred box size.
22. Cancellation: If A2B Removals has to cancel your move, a full refund of your deposit will be returned.
23. Client Postpone or Cancellation. Your deposit is rolled over to the next available date. The deposit is non-refundable.
24. Abusive language or behaviour against our staff will be interpreted as a breach of contract and the job will be cancelled under the potential threat of further intimidation by the client. No refunds will be given.
25. We endeavour to be with you on the day of removal at an agreed time, although delays can happen due to traffic conditions, breakdowns etc. Please contact us on the morning of your house removal date to obtain the expected arrival time.
26. CASH or BACS transfer for balance transfer or in certain agreed cases within 7 days of invoice date.
27. If it transpires that the removal cannot be completed on the same day, due to client related conveyancing, the client may inform us to either, take their goods to a storage facility, return clients goods back into house or enquire if we can store the clients goods in van overnight (goods not insured). Either of these options completes our removal day contract. If the client wishes to appoint us the following day to do a removal we will be pleased to provide a quote.
28. Disputes. In the event of dispute, the route of arbitration should be considered.

Name of Client... ..

Signed by Client.....

Date of Removal.....

Sort code:
Account no.