



Leicester Moving Company

Man & Van Service Guide

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0. Key Definitions

- **Van Load:** Up to $\approx 12\text{m}^3$ (about $\frac{2}{3}$ of a Luton van). Man & Van services are not expected to be fully stacked like full removals.
- **Owner's Risk:** Items are transported without insurance cover. Leicester Moving Company accepts no liability for loss or damage unless caused by proven negligence.
- **Basic Service:** Labour and fuel only. No protection, dismantling, wrapping, or insurance.
- **Extras Service (Protection Pack):** Includes protective blankets, mattress covers, TV protection, and wardrobe boxes. Adds £20/hr to your rate.
- **Prepared Items:** Furniture dismantled, items boxed, labelled, and ready before crew arrival.

1. Scope of Service

- 1 Man Basic — £65/hr (2-hour minimum)
- Labour and fuel only.
- 1 Man with Extras — £75/hr (2-hour minimum)
- Includes Protection Pack (protective blankets, mattress covers, TV protection, and wardrobe boxes).
- 2 Men Basic — £90/hr (2-hour minimum)
- Labour and fuel only.
- 2 Men with Extras — £100/hr (2-hour minimum)
- Includes Protection Pack (protective blankets, mattress covers, TV protection, and wardrobe boxes).

Details:

- One van load only (approximately 12m³).
- Basic: Labour + fuel only.
- Extras: Adds Protection Pack (+£20/hr).
- Exclusions: Dismantling, wrapping, waiting for keys, or insurance (unless separately booked).

2. Customer Responsibilities

- All items must be packed, boxed, and dismantled before crew arrival.
- Fragile items, TVs, white goods, outdoor items, and plants must meet preparation rules.
- TVs in original boxes where possible, otherwise boxed upright.
- Sofa/chair feet removed in advance.
- Fragile items (lamps, mirrors, pictures, glass) must be securely wrapped and boxed.
- White goods disconnected (washer hose in drum, dryer reservoir emptied).
- Gas bottles removed from BBQs or heaters.
- Plants boxed upright, not freshly watered.
- Parking and access arranged and paid for by the customer.
- Boxes must be sealed, strong, $\leq 20\text{kg}$, and labelled by room.

3. Price Change Conditions

Quoted Inventory: Price covers only the items and access listed in your Quote/Inventory Form.

Customer Duty: Any change must be declared at least 24 hours in advance — a revised quote may apply.

Additional Charges May Apply For:

- Overflow: Exceeding one van load → £300 for first overflow, £250 for each additional same-day load.
- Unprepared Items: Not boxed or dismantled → may be refused, re-priced, or deferred.
- Extra/Forgotten Items: Not listed → may be refused, re-priced, or require a return trip.
- Extra Drops/Collections: Undeclared addresses charged separately.
- Access/Parking Issues:
 - Undeclared stairs (+£10/floor)
 - Long carries over 20m (+£20–£40)
 - Unsafe or distant parking (+£20–£40)
 - Lift declared but not in service (+£25–£50)
- Dismantling/Assembly Added On-Site: Charged extra or refused depending on time.
- Waiting Time: Delays outside our control charged at the booked hourly rate.
- Late Bookings: Same-day or next-day may incur a £65 surcharge.
- Weekend/Out-of-Hours: Before 8am, after 6pm, or weekends → extra charge (confirmed at booking).
- 1-Man Service: Customer must assist. If unable, a second mover may be dispatched (+£30/hr).
- Right to Reassess: On arrival, our team may reassess and confirm any price or time adjustments before loading.

4. Insurance

- Man & Van jobs are strictly at owner's risk.
- No insurance cover unless booked as a Home Removals service.
- Leicester Moving Company accepts no liability for damage or loss unless due to proven negligence.
- No cover for furniture or items moved while full of contents.
- Fragile or high-value items (TVs, mirrors, glass, electronics) must be correctly packed and secured.
- Unboxed fragile items may be refused.

5. Payment & Deposits

- £50 non-refundable deposit required at booking.
- Balance due on completion, before unloading.
- Payment methods: Cash or bank transfer only.
- Cancellations:
- Deposits are non-refundable under all circumstances.

6. Items We Do Not Move

- Hazardous, flammable, or illegal items (paint, fuel, gas bottles, chemicals, firearms).
- Perishable food, pets, or livestock.
- Items not disclosed in your inventory or not suitably packed.
- Unboxed fragile items (loose glass, mirrors, lamps).

7. Time Windows & Arrival

- All booking times are estimated.
- Traffic, earlier jobs, or unforeseen delays may affect arrival.
- No compensation is due for delays beyond our control.

8. Customer Presence

- A customer or authorised representative must be present throughout the move.
- If absent, Leicester Moving Company is not responsible for missed items or placement errors.

9. Storage & Disposal

- If items cannot be delivered due to access issues or refusal, storage/disposal fees may apply.
- All disposals are subject to licensed waste carrier fees.
- We do not remove rubbish or packaging unless separately booked.

10. Acknowledgement

- ☒ I confirm that I have read, understood, and accept the above Man & Van Service Terms.