



Leicester Moving Company

House Removals Service Guide

Phone: 0116 4560631

www.leicestermovingcompany.co.uk

quote@leicestermovingcompany.co.uk



0. Key Definitions

- **Van Load:** Up to $\approx 18\text{m}^3$ (a full Luton van).
- **Fixed Price Basis:** The quoted price applies only to the accepted inventory and number of loads listed in your Quote/Inventory Form. The service is complete once the quoted work is finished. Early completion does not reduce the price.
- **Quote Dependant:** All prices are based on your provided inventory, access, and details. Any change may alter the quoted cost (see Price Change Conditions).
- **Full-Day Commitment / Waiting:** Any booking requiring our crew to wait for keys or access may incur waiting charges or convert to a full-day rate, depending on your quote.
- **Goods in Transit Insurance:** Covers items in the vehicle against loss or damage by accident, fire, or theft.
- **Public Liability Insurance:** Covers accidental injury or property damage caused by our team.
- **Prepared Items:** Furniture dismantled, items boxed and labelled, and access arranged unless packing has been booked.

1. Scope of Service

- Prices are quote-dependent, based on the inventory, access, and details you provide.
- Example guidance rates (subject to quote):
- £500 per load (keys ready)
- £620 per load minimum (if waiting for keys or full-day)
- Each load = approximately 18m³ (a full Luton van).
- Includes:
- Stacking and protection (blankets, straps, mattress covers, TV protection, wardrobe boxes)
- Dismantling (if pre-booked)
- Insurance included (Goods in Transit + Public Liability)
- Optional Professional Packing Service available
- Service Completion: Once the quoted scope is completed, the service is considered fulfilled — even if finished earlier than expected.

2. Customer Responsibilities

- All items must be packed and ready unless a packing service is booked.
- Fragile items, TVs, white goods, outdoor items, and plants must follow preparation rules.
- Parking and access must be arranged and paid for by the customer.
- Furniture should be dismantled in advance unless pre-agreed.

3. Price Change Conditions

- Quoted Inventory: Price covers only the items and access listed in your Quote/Inventory Form.
- Customer Duty: Any changes must be declared at least 48 hours in advance — a revised quote may apply.
- Additional Charges Apply If:
- Key/Access Delays: Waiting for keys or access not included in your quote.
- Overflow: More than one Luton load.
- Unprepared Items: Furniture not dismantled or not properly packed.
- Extra/Forgotten Items: Not listed = may be refused, re-priced, or require a return trip.
- Extra Drops/Collections: Additional addresses not declared will be charged separately.
- Access/Parking Issues: Long carries, stairs, or poor access.
- Dismantling/Assembly Added On-Site: Charged extra or refused based on time.
- Waiting Time: Charged per your quote's overtime structure.
- Right to Reassess: On arrival, we may reassess and confirm any price/time adjustments before loading.

4. Insurance

Goods in Transit Insurance:

- Covers items while in the vehicle against loss or damage caused by accident, fire, or theft – up to the total value of the move (i.e., the amount paid for the removal service), unless a higher cover limit has been agreed and confirmed in writing before the move date.
- Public Liability Insurance:
- Covers accidental injury or property damage caused by our team during the course of work.
- Exclusions:
- Fragile or high-value items (e.g. TVs, glass, mirrors, lamps, artwork, electronics) packed by the customer are not covered unless packed to a professional standard.
- Damage resulting from poor access, unsafe handling conditions, or customer instructions that contradict our team's safety advice may not be covered.
- Customer Responsibility:
- All fragile or high-value items must be securely packed and protected unless our Professional Packing Service has been booked.
- Claims:
- Must be reported in writing within 24 hours of the move, including supporting photos and a description of the issue.

5. Payment & Deposits

- 20% non-refundable deposit required at booking.
- Balance due on completion before unloading or handover.

Cancellations:

- 7+ days = Free
- 48–7 hours = 50% charge
- <24 hours or same day = 100% charge
- (Deposits are always non-refundable.)

6. Overtime

- Your estimated working day is approximately [X–X hours] (for guidance only).
- Overtime applies after 6:00 pm, charged at £65 per hour (team rate for 2 movers).
- Time is counted until the team returns to base.

Example: If on-site work finishes at 6:00 pm and return-to-base is [X minutes/hours], overtime applies beyond that point.

7. 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.

8. Time Windows & Arrival

- All booking times are estimated.
- Traffic or unforeseen delays may affect arrival.

No compensation is due for delays outside our control.

9. Customer Presence

- A customer or authorised representative must be present throughout the move.

If absent, we are not responsible for missed items or placement errors.

10. Storage & Disposal

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

11. Acknowledgement

- ☒ I confirm that I have read, understood, and accept the above House Removals Service Terms.