

ANDA COURIER & REMOVALS TERMS & CONDITIONS

GENERAL

Our customer service and ensuring your goods are handled with utmost care is our number one priority, and that is the mentality that we take with us into every job.

We ensure the time confirmed at the time of making the booking is kept at all times. However due to the nature of the industry, delays are unavoidable, unintentional and beyond our control. You will be notified accordingly if we are delayed for our booked time.

Someone is recommended to be present at all times to instruct the removalists. We take no responsibility in case of anything left behind in case of absence of someone on your end.

Boxes being moved must be rightfully marked referring to the contents inside to avoid improper handling and eventual damage.

Any specific instructions to care for your belongings while moving them must be clearly communicated to the removalists to avoid any damage and future inconvenience.

Any damage, breakage and/or missing items upon delivery must be notified before the removalists leave from the destination address. We hold no liability towards any claims made after removalists have left from the premises upon the completion of the works.

We will not be liable for any loss or damage, nor any delay which results from any cause beyond our control.

Where you or a person with your agreement participates in the move, we are not liable for any damage not caused by us. We will only be liable for loss or damage resulting from our negligence.

Dismantling and re-assembly - Where possible we are more than happy to dismantle and re-assemble any affects that require it, beds and the like are automatically offered as part of our removals experience. At your request we may assemble other furniture and flat packs (office furniture, bedside tables etc.) but we accept no responsibility for any damage or loss occurring or resulting and we will continue to charge as per normal.

Packaging - If any goods sustain damage by reason of defective or inadequate packing or unpacking, and the packing or unpacking (as the case maybe) was not undertaken by us or a subcontractor, we will not be liable.

Certain goods holding inherent risk, items including but not limited to electrical, mechanical appliances, computer equipment, scientific instruments, certain musical instruments, pot plants, plants, glass items and furniture made of pressed wood are inherently susceptible to suffer damage or disorder being moved no matter how carefully they are handled. We will not be liable in respect of these items. Please advise our team on arrival if any such items relate to the above mentioned.

Goods that weigh in excess of 100kgs - We may refuse to remove large or cumbersome goods. Items like organ pianos, pool tables i.e. may carry separate additional charges and any damage which occurs will be at the customer's risk.

PRICING

All prices will be inclusive of all taxes.

Hourly charges start from the arrival of our removalists at the pickup address, until the off-loading is completed at the destination location.

For all removal or packing jobs. Once the job starts, two hours will be the minimum that you will be charged for.

Time taken on a removal or packing job over and above the minimum hours earlier specified will be charged on half hourly (30 minute) increments thereafter.

PAYMENT

A deposit may be required for pre-booked jobs, this will be at the discretion of us.

Full payment must be made at the completion of the job, unless alternative payment arrangements have been made at the time of making the booking.

Full payment may also be requested anytime during the removal being carried out, before the start of the job or prior to off-loading of the goods at the destination. This will be at sole discretion of the removalists on site.

In case of non-payment for the services any of the relocated goods may be seized until the payment has been made. Additional charges will be applicable if goods thus seized may have to be taken to storage warehouse until the payment is finally made.

INSURANCE

We do have public liability insurance, third party property and motor vehicle insurance.

We do not offer comprehensive insurance to replace or repair items if damaged, if you need comprehensive moving insurance it can be purchased through most insurance agents. All possible care is taken and we will repair or refund up to \$300 per item that is damaged by us due to negligence.

We hold no liability for any existing damage to client's property and premises.

CANCELLATION

All cancellations must be made at least 24 hours prior to the scheduled time for the service booked for.

We reserve the right to cancel any job on arrival or while the job is being carried out if the client is abusive, non-cooperative, property condition is dangerous, our team do not feel safe, or for any other reason at sole discretion of the removalists on the job.

Due to the unpredictable nature of our business, we reserve the right to cancel and/or reschedule any confirmed booking in case of contingencies, unforeseen situations or delays that may occur due

to traffic or from the previous jobs on the day. We hold no liability for any loss to customer in case of any such cancellation or rescheduling of the service.