



Terms and Conditions

1.0 Your Responsibility

- 1.1 All items must be packed and ready to be loaded into the van (unless a packing service is purchased). We cannot take small singular items — these must be boxed or bagged.
- 1.2 All pictures, mirrors, TVs, paintings, etc. must be bubble wrapped for safety. Larger items will be blanketed in the van, but we cannot accept responsibility for smaller items damaged due to not being bubble wrapped adequately prior to the move.
- 1.3 An accurate itinerary must be provided prior to the move (via email, WhatsApp, or in-person visit). This ensures the correct number of vehicles are allocated.
- 1.4 Any access issues (steps, parking, long pathways, etc.) must be disclosed before booking. Failure to mention access issues may result in additional charges on the day of the move.
- 1.5 All beds, wardrobes, display cabinets, etc. must be dismantled prior to our arrival, unless you have been charged for our dismantling service or unless the item can be removed whole (to be discussed in advance).
- 1.6 You must take all reasonable steps to ensure nothing that should be removed is left behind, and nothing is taken away in error.
- 1.7 All items from lofts must be removed and brought to a lower floor prior to our arrival (unless agreed otherwise in advance).
- 1.8 You must be present, or represented, throughout the collection and delivery of goods.
- 1.9 All boxes and bags must be clearly labelled so we can place items into the correct rooms.
- 1.10 We are not liable for the contents of any boxes or bags that were packed by yourself.
- 1.11 **Health and Safety** – We reserve the right to cancel or leave any job where there are soiled items, infestations, or evidence of bugs. In such cases, full payment is still required and no refund will be given.

2.0 Payment

- 2.1 Payments can be made by debit card, credit card, bank transfer, or cash.
- 2.2 All debit card payments will incur a 0.82% charge.
- 2.3 All credit card payments will incur a 1.3% charge.
- 2.4 Bank transfer and cash payments incur no additional charge.
- 2.5 A 20% non-refundable deposit is required to secure your booking date. At least **5 working days' notice** is required for a change of date, in which case the deposit will be transferred to the new date. If less than **5 working days' notice** is given, the deposit will be lost.
- 2.6 Any bookings for two or more dates require a minimum of **7 working days' notice** for a change of date.
- 2.7 Any cancellation made less than **two (2)** days before the booked move will be subject to a charge of 50% of the remaining balance. Cancellations must be requested within office hours which are Monday-Friday 9am-5pm & Saturdays 9:30-4pm.

2.8 Outstanding balances for the move must be paid within **one hour** of our arrival.

2.9 We do not accept cheques as a method of payment.

2.10 Late payments will incur a fee of 5% of the outstanding balance per day.

3.0 Our Liability for Loss or Damage

3.1 In the event that we lose or damage your goods, if we are liable, we will pay up to a maximum of £40.00 per item (to cover repair or replacement). An item is defined as any one article, suite, pair, set, complete case, package, carton, or other container. Floors (carpets, tiles, laminate, and wood flooring) are not covered to any value.

3.2 We may choose to repair or replace the damaged or lost item. However, if we repair the item, we will not be liable for any depreciation in value. We also reserve the right to request that the item be made available to us for inspection and to have it independently assessed by a suitably qualified independent assessor where appropriate.

3.3 We shall not be liable for:

(a) damage resulting from inadequate packing by the customer;

(b) pre-existing defects, wear and tear, deterioration, rust, corrosion, moth infestation, vermin or mechanical or electrical failure;

(c) items packed by the customer inside boxes, bags or sealed containers where the contents cannot reasonably be inspected;

(d) fragile or delicate items not packed or prepared in accordance with our packing requirements;

(e) damage caused by undisclosed or restricted access, including narrow staircases, low ceilings, tight doorways or insufficient access routes;

(f) loss or damage arising from delays or events beyond our reasonable control, including severe weather, road closures, accidents or traffic delays.

3.4 Any claim for loss or damage must be reported to us in writing within three (3) calendar days of completion of the move. Photographs of the alleged damage should be provided where reasonably possible.

3.5 We may request photographs, receipts, proof of ownership, repair estimates or any other information reasonably required to investigate the claim. Failure to provide all information and documents reasonably requested by us within four (4) weeks of our request shall be treated as withdrawal of the claim and the claim will be closed.

3.6 We reserve the right to inspect any item subject to a claim before repairs are undertaken or disposal takes place. We may appoint an independent assessor to determine the cause, extent and value of any alleged damage.

4.0 Parking Charges

4.1 Customers are responsible for any parking or other fees we incur in order to carry out the services.

5.0 Our Right to Sub-Contract Work

5.1 We reserve the right to sub-contract some or all of the work.

5.2 If we sub-contract, these Terms and Conditions will still apply.

6.0 Delays in Property Access / Storage

6.1 If, on the day of the move, the Customer is unable to obtain the keys to the destination property and requires their belongings to be placed into storage, the Customer must notify DPE Removals & Storage Ltd no later than 4:30pm on the day of the move. This allows sufficient time for the necessary arrangements to be made.

Where notification is received after 4:30pm, we cannot guarantee that storage arrangements will be possible on the same day. Any storage services provided, together with any additional handling, transportation, waiting time, or redelivery services, will be subject to additional charges at our standard rates.

DPE Removals and Storage
Professional Removals & Storage Services
Email: info@dperemovals.co.uk | Phone: 07375592822