



Including M J Moore Removals

## TERMS AND CONDITIONS

These Terms and Conditions set out the basis upon which M J Moore Transport Limited and Removals (“ we” ,“ us” , “ours”) provides removal and related services to the customer (“ you” , “ your” ). By booking our services, you agree to these Terms and Conditions.

### Quotations & Booking

1.1 All quotations are based on the information provided by you, including but not limited to property access, item dimensions, parking availability and required manpower. These can be agreed verbally if at short notice.

1.2 If the information provided is inaccurate or incomplete, we reserve the right to amend the quotation and/or apply additional charges.

## Customer Obligations

2.1 You must provide accurate details of all items to be moved, including approximate sizes and weights.

2.2 You must ensure adequate access is available at both collection and delivery addresses (e.g., doorways, stairways, lifts, parking).

2.3 You are responsible for ensuring that large items (such as American-style fridge freezers, wardrobes, sofas) can fit through doorways, hallways, staircases, and into/out of the property.

2.4 You must declare if any items require dismantling or specialist handling.

2.5 Where parking restrictions apply, you must arrange permits or cover any parking fines incurred as a result of inadequate provision.

## Access & Restricted Access

3.1 If access is restricted or requires items to be manoeuvred through tight spaces (e.g., narrow staircases, small doorways), we cannot be held liable for any cosmetic damage (such as scratches, scuffs, dents) caused during reasonable attempts to move items.

3.2 Where access prevents safe removal/delivery, we may:

- Refuse to move the item, or
- Offer additional services (e.g., dismantling, window removal, specialist equipment) at extra cost.

## Liability & Insurance

4.1 We will take all reasonable care when handling your goods. However, our liability for loss or damage is limited to £40 per item, up to a maximum of £30,000. Additional insurance is available upon request and must be agreed by our brokers F C Gardner.

4.2 We are not liable for:

- Cosmetic damage (scratches, dents, scuffs) when moving items through restricted access such as hall and stairways.
- Items packed by you, unless damage is proven to be caused by our negligence.
- Electrical or mechanical items that fail to operate after transport.
- Loss or damage to perishable items, plants, or animals.
- Cash, jewelry or other valuables unless declared in writing and agreed beforehand.

4.3 If damage occurs, we may choose to repair the item, pay the reasonable cost of repair, or compensate at current market value (not replacement value). Any concerns or damage claims must be raised before the end of the removals job. We cannot accept any claims for damage after the removals job is complete and our staff or contractors have left site.

4.4 Payment for our services remains due in full on completion of the job, regardless of any damage claims.

## Customer-Supplied Measurements

5.1 Our ability to load, transport, and deliver items depends on the accuracy of measurements supplied by you.

5.2 If items do not fit into the agreed vehicle(s) due to inaccurate measurements, additional charges will apply for rescheduling, supplying a larger vehicle, or subcontracting the service.

5.3 We cannot accept liability for delays, missed deadlines, or additional costs caused by inaccurate or incomplete information supplied by you.

## Delays & Waiting Time

6.1 If we are delayed due to circumstances outside our control (e.g., traffic, weather, road closures), we are not liable for consequential losses.

6.2 Waiting time charges may apply if our staff are kept waiting beyond the agreed schedule due to issues at collection or delivery addresses (e.g., keys not ready, property not accessible).

## Force Majeure

We will not be liable for delays, cancellations, or failure to perform services due to events beyond our reasonable control, including but not limited to severe weather, accidents, illness, strikes, fire, or government restrictions.

## Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.