

# TERMS AND CONDITIONS

## 1. Client Responsibilities for Removal

In this agreement - 'Client' refers to the individual requesting NC Coast Removals to manage the transportation of goods or the execution of other tasks or services on their behalf. The Client accepts these terms and conditions not only for themselves but also on behalf of anyone else they represent. Additionally, if the Client is a corporation, the directors of the Client assure its adherence to the contract.

- a. By providing information to NC Coast Removals, the client guarantees that the information is accurate, and that NC Coast Removals has reasonably relied on this information to evaluate quotes or calculate the resources required to complete the job.
- b. The client guarantees that they own the goods or that they are an authorised representative of the owner
- c. When the goods are being loaded or unloaded, the customer must be there in person or have someone else present on their behalf.
- d. Client warrants that the Goods do not include dangerous, corrosive, highly combustible, explosive, damaging, or noxious items, or items that may attract vermin or pests unless the Client has disclosed them. NC Coast Removals may refuse to remove or store such items. If NC Coast Removals discover any article or substance of this nature after the Goods have been received, NC Coast Removals may take any reasonable action, including destruction or disposal, as NC Coast Removals may think fit without incurring any liability to the Client.
- e. Fragile Goods and Valuable Items. The client will, prior to the commencement of the removal or storage, given to us written notice of any Goods which are of a fragile or brittle nature, and which are not readily apparent as such, or which comprise jewellery, precious objects, works of art, money, collections of items or precision equipment, in any case, having a value in excess of \$2,000.00.
- f. The client is responsible for ensuring, to the best of their ability, that all Goods to be removed or stored are taken, and that none are taken in error.

## 2. Carriage of Goods

- a. NC Coast Removals shall be entitled to carry the Goods by any reasonable route (having regard to all the circumstances including the nature and destination of any other Goods being carried on the vehicle) and by any reasonable means.
- b. The client shall provide an authorised representative to be present on site at all times from the start to the finish of the job. NC Coast Removals will not be held responsible if a representative is not present at all times and the time taken to complete the move is questioned. The authorised representative will be responsible for ensuring that the correct goods are loaded and whether or not such a representative is provided the Client shall pay all additional charges whatsoever resulting from the movement of incorrect goods or non-movement of goods that the Client intended to have moved.
- c. Arrival time cannot be guaranteed. We do our best to get you there on time, but sometimes things happen. Arrival within 2 hours of the booked start time can be expected, particularly for afternoon bookings and during peak times. No discounts or refunds will be provided due to late arrival.
- d. We reserve the right to decline to start a removal if the removal site is not compliant with WHS regulations.
- e. NC Coast Removals shall have the right to defer or refuse delivery at the Client's expense should it become apparent that the Client is unwilling or unable to pay any due charges in the required form or at the required place or time.

f. In certain situations, our team is available to help disconnect and reconnect your appliances (e.g., washing machine, dishwasher, etc.). However, we cannot be held responsible for any issues that arise due to improper installation, as that remains the customer's responsibility.

g. Our team is unable to transport goods that pose a hazard to people, property, or the environment. This includes items that are hazardous, illegal, stolen, flammable, explosive, volatile, or perishable. Examples of items we cannot remove include gas bottles containing petrol and tins of paint.

h. While our team is here to support you, we cannot be held responsible for locking the premises, including doors and windows. This remains the sole responsibility of the client.

### **3. Fees and Charges**

a. Quotations - A quote is valid for a period of two (2) days, after which any extensions must be agreed upon in writing.

b. All moving cost estimates provided over the phone are not to be considered an exact or final amount. This given minimum fee is not an exact cost for the move either.

c. If a customer fails to pay in full, NC Coast Removals maintains the right to keep the client's possessions referenced in this agreement.

### **4. Additional Task**

a. If the Client asks NC Coast Removals to do more work than what was in the quote or estimate, NC Coast Removals will also be able to charge a reasonable extra fee.

b. All charges for tolls and parking tickets gotten during the move shall be billed to the customer. All charges for rubbish disposal acquired during the move shall be billed to the client. In the event that no other payment method is provided, payment will be taken via the credit card.

d. Specialist items such as marble top tables and pool tables require a heavy-lift fee. This must be arranged in advance and is subject to our approval.

e. If NC Coast Removals did not handle the packing or unpacking of your belongings and your belongings were damaged because of poor packing or unpacking, then NC Coast Removals will not be held responsible.

### **5. Loss or Damage**

- a. If items are missing or gets broken, Clients are required to notify NC Coast Removals within 24 hours following the delivery date. Doing this gives NC Coast Removals the highest likelihood of finding any stuff that were misplaced or figuring out what caused the damage.

### **6. Exemptions**

- a. If our movers damage your items, we'll either fix them or replace them using our insurance. But you'll must pay the agreed excess fee.
- b. Sometimes our movers will suggest a certain way to move, wrap, or take apart your belongings. If you don't do it their way, we won't cover the item if it gets damaged.
- c. We don't cover items that are poorly made or in bad condition. This includes IKEA furniture or other furniture that's known to break easily.
- d. If the access to your home is so bad that your furniture is likely to get damaged, our movers will tell you before moving those items. And again, they won't be covered by our insurance.
- e. Items damaged during transport over uneven, challenging, or steep terrain may not be covered.
  - Items to be moved over balconies are done so at the client's own risk and are not covered.
  - Natural marble, stone, or slate, including pool table slate, are not covered under our policy.
- f. Unsecured items like fragile glassware that is not properly wrapped are excluded from coverage.

- g. It is important to note that if your appliance becomes damaged during transportation, this may not be covered under your insurance policy.
- h. Before moving, make sure you have carefully read the manufacturer's instructions for your appliances and if there are specific instructions for moving, make sure to inform your removalists on the day of your move.
- i. We request the opportunity to investigate each and every claim sent our way before any action is taken by the client

## **7. Cancellation Policy**

- a. Any move cancelled with less than 24 hours' notice will incur a one-hour penalty based upon the hourly rate quoted, which will be charged from the credit card provided upon booking.
- b. Any move cancelled on the day of the removal, especially once our removalists are en-route or onsite will incur a 3-hour minimum charge based upon the hourly rate quoted. This fee will be charged to the credit card provided as security.
- c. Moves can only be cancelled up during office hours 8:00 am - 5:00 pm M-F, 9am-1pm Sat AEDT security.

## **8. Payment for Services Rendered**

- a. Payment becomes due in its entirety upon the completion of the removal process on the specified date of service.
- b. We accept cash, credit card or bank transfer as forms of payment
- c. American Express cards, Mastercard's and VISA cards incur a 2.8% surcharge. We do not accept Diners.
- d. Your credit card on file will be charged once the move is complete if no other form of payment is provided.

## **9. Truck or vehicle size**

- a. We strive to provide you with the correct vehicle for your removal by providing accurate quotes.
- b. We use the information you give us over the phone and, if no inventory was provided or items were
- c. omitted, we will not be held responsible for the vehicle not being able to accommodate all items in one trip.
- d. It is the customer's responsibility to provide us with as much information as possible in relations to the goods being moved to ensure the correct vehicle is sent.

## **10. Insurance**

- a. Accidental insurance is not part of the given removal quote.
- b. Although you've employed our services to undertake your move, you are under no obligation to take out insurance with us. Accidents might happen even with our best efforts; some things are inevitable and beyond our control.
- c. We are committed to ensuring that loss or damage is prevented.
- d. According to our insurance policy, the client has 36 hours after the job is completed to file a claim for damage to property or furniture.
- e. NC Coast Removals are fully insured with transit and public liability insurance.

## **11. Extra Charges**

Extra charges will apply for all situations that are deemed to be dangerous access i.e:

Blates Pianos, stone table tops, billiard tables, butchers tables, oversized barbecues, and all other goods that are considered oversized and overweight that will risk our safety \$100-\$400

- a. Extra charge from \$50- \$800 per balcony lift
- b. Extra charge for heavy lift \$145
- c. Extra charge for piano \$295

- d. Extra charge for pool table \$400

**PRIVACY COLLECTION STATEMENT**

NC Coast Removals places high importance on protecting your privacy. We utilise the personal data you provide strictly for delivering our removal and relocation services effectively. If you don't provide us with full information, we may not be able to provide the removal services you require.