

## PHEW Removals

**Phone number:** 0151 203 4455 (Option 2)

**Email:** [Removals@aphewservices.co.uk](mailto:Removals@aphewservices.co.uk)

### **PHEW Removal contract.**

Hello, Welcome to PHEW Removals and thank you for using our service.

Before we provide our services, we need to go over a few things in order to explain what is being offered, what to expect from us and the working contract regarding keeping everything safe, ethical and legal.

Please feel free to ask any questions along the way that we will be happy to answer regarding the contract and our work together.

### **About the Removal service:**

Prior to your moving day we require you to fill out our form online to provide accurate quote.

We will ask for details such as is your house move in a chain? How many rooms, floors and main items, are there obstructions or hazards we will have to contend with, and are there any special requirements we need to be aware of before the day

We will request that all items are boxed or bagged ready to move on the day if this is not possible, we will add the extra time to initial quotation.

We will then confirm costs and time scales and if all agreed we will send you an invoice and request a 25 % deposit to secure your moving day.

On the day of the move, we will attend at agreed time, perform a quick visual risk assessment and then carryout the move as agreed.

All our team are trained in manual handling are polite and courteous, have DBS Checks and will be wearing appropriate safety wear

Unless in certain circumstances we will require one person to be in attendance throughout the day

Although we are very flexible, if we do incur any idle time due to delays not of our making over one hour, we will charge an additional fee per hour of idling which will be agreed upon time of quotation and is dependent on amount of additional staff and hours lost due to idling.

You will be given contact details for the removal team so you can keep in touch with any changes or updates that may occur.

### **Insurance:**

We are fully insured with fully comprehensive vehicle insurance, plus 5 million public liability insurance, Certificates are available upon request.

As we do not check condition of goods your goods are not insured for damages in transit, although we can apply for good insurance if you provide list of goods and values, there will be an additional charge for insurance which is approximately 10% of the value of goods to be paid 24 hours prior to the day of removal.

## **Policies and procedures:**

Our quotation is an inclusive price to what you have filled out on the questionnaire. If amendments are required, we reserve the right to amend the price stated in the quotation to take account of changes of circumstances which were not considered when preparing our quotation. We will always inform you of the change to give you the option of agreeing to the new price. This will be down to the following:

Incorrect information such as not telling us about any floors, bedrooms or items or if you are having issues with the date or time you have arranged.

Our staff are paid on an hourly rate so if the move is delayed and our staff have to work outside their working hours (8:00am – 18:00pm) you will be liable to pay the extra fees.

We can be flexible in moving the date if you are having issues however, we must be informed within 24hrs. If we turn up on the day and you have not informed us, you will be required to pay the full amount for the service before arranging another date

We do not take any garden waste or anything that will damage or untidy the fan.

We do not take any illegal or items such as prohibited, stolen goods, drugs, pornographic material, potentially dangerous, damaging or explosive items such as aerosols, paints and firearms and/or ammunition. Also, gas in any form or bulk liquids including oils, fuels and/or cleaning products.

We do not take Jewellery, precious stones or metals, money, deeds, securities, stamps, coins or collections of anything valuable that you are able to transport yourself. We also recommend if you have your own transport to take any televisions that will fit in your car.

We do not take any items that do not belong to you without permission from the owners or company. You will be required to show proof of ID with address on arrival in order to enter the property and start removing goods.

We are liable to pay parking or parking penalty charges if issued while caring out the service.

Unless agreed and included in the quotation, our service will not include:

Dismantling or assembly of units including flatpack.

Disconnecting, reconnecting, dismantling or reassembling any appliances, fixtures, fittings or equipment.

Taking up or removal of fitted floor coverings.

The movement of any item or items which our staff reasonably believe they cannot move safely, whether due to its nature or position.

You are recommended to make arrangements for any such work to be provided for separately.

If you have requested and paid for a dismantling and/or reassembling service it is on the express understanding that as we are dealing with previously erected goods, whilst all care will be taken, we will not be liable for any damage howsoever caused.

We do not transport any animals, birds, fish or any livestock.

We accept no liability for any garden furniture, pots, plants etc due to the nature of weathering that can make such items unstable and brittle.

You must provide proper protection for goods left unattended or in unoccupied premises. We will not be liable for securing your home, someone will be required to ensure everywhere is locked up once leaving. We do require at

least one-person present while moving your goods to ensure that if anything goes missing, we cannot get excused of being responsible.

If you have elected to pack yourself then all packing to be completed by the time of commencement of move. If this has not happened and it adds unforeseen time to the move, then extra charges will apply to price quoted. If you have packed your belongings, you are responsible for keeping them secure and sensibly packed to avoid any damage.

We will not be liable for any loss, damage, cost or additional expense that may occur because of your failure to fulfil these obligations unless by reason of our own negligence or breach of contract.

You must Empty, defrost and clean any refrigerators and freezing equipment.

You undertake to indemnify us for any claims and keep us indemnified against any claims resulting from any breach by you.

### **Professional boundaries:**

The working relationship includes boundaries between the staff and customer which relates to any type of relationship outside of the services. For example, any contact should only be regarding the service we are providing and within working hours. This can be through phone calls, emails or text messages.

I like to remind customers we will not tolerate any inappropriate behaviour such as criminal damage or any type of physical, verbal or sexual abuse or threats made towards us. In this event we would stop the service and leave immediately, and you would be reported to the police if necessary.

### **Bookings, fees and cancelations:**

Bookings are confirmed with a non-refundable 25% deposit. You will receive an invoice and confirmation of booking. Please reference the number on the invoice while making any payments.

You must pay the deposit so that we have cleared funds in advance of the removal.

We use these funds to book your removal date once it has been confirmed with your solicitor. We are a well-established business and have lots of enquiries and bookings, so the booking fees are non-refundable if you wish to cancel as we would have to knock other jobs back for your date selected.

If for any reason we cannot undertake your move once the deposit has been received, we would refund you the full amount and let you know as soon as possible, this would be an unlikely event as we have never had to let a customer down and we plan to keep our good reputation.

### **All bank payments need to be made to the following details:**

**Name:** A PHEW Services Ltd.

**Sort code:** 30-95-96

**Account Number:** 31534760

Payments can be made through bank transaction, card payments or cash on the day however the full balance must be paid on the day of the move.

The deposit can only be carried over to a different date or time if agreed and we would need at least 24hours cancelation notice before your moving date. If you do not tell us without any notice given, the remaining balance will be outstanding, and you will need to pay the balance before returning for any further dates.

We understand that delays and issues with deadline days can cause problems, so we try to be as fair as possible and accommodate your needs, however we do require notice to help you change the date and do require good communication from you with correct information and any setbacks that may take more time than usual. If you have any queries, concerns or problems please do not hesitate to ask if there is anything you need. If you have a complaint about anything, please inform us so we can try and resolve the matter as professional and efficiently as possible.

By signing the contract, both parties agree to respect, follow, and understand it. Please sign the Removals Referral Form on the website.