

Terms and Conditions

Removals

1. All in 1 Clearance and Removals Ltd reserves the right to charge a minimum of 2 hours for every Removal they undertake. This will be stated in the customer's quotation along with the per hour charge rate.
2. Any half hour used over the minimum charge will be chargeable as a full hour unless otherwise agreed by All in 1 Clearance and Removals Ltd and the customer.
3. Any additional minutes will be rounded up to a half hour unless otherwise agreed by All in 1 Clearance and Removals Ltd and the customer.
4. Any items packed by staff are covered by the company's Public Liability Insurance and Goods in Transit Insurance. Any items packed by the customer are not covered, although All in 1 Clearance and Removals Ltd may decide to compensate in the event of accidental damage.
5. Vehicles used in a Removal are subject to change. All in 1 Clearance and Removals Ltd will inform the customer of this when appropriate.
6. Disassembly and Reassembly of items is chargeable at the set hourly rate unless otherwise agreed by All in 1 Clearance and Removals Ltd and the customer. Customers must provide clear photographs of any fixtures and fittings involved so that staff members can be prepared with the appropriate tools.
7. Removals may be cancelled by All in 1 Clearance and Removals Ltd due to unforeseen circumstances. The customer will be informed of this as soon as possible. All in 1 Clearance and Removals Ltd may attempt to secure an alternative removals firm on behalf of the customer as a goodwill gesture. Any deposit taken will be returned via bank transfer as soon as possible.
8. Customers will be invoiced for a deposit stated in the customer's confirmation email and this will be deducted from the final balance due.
9. Removals may be cancelled by the customer, and in the event of insufficient notice being given, a cancellation charge will apply. The notice required and the cancellation charge will be set out in the customer's booking Confirmation.
10. Invoices must be paid in full via bank transfer on the day of the Removal unless otherwise agreed upon by All in 1 Clearance and Removals Ltd.
11. If an invoice is not paid within the time frame specified on the invoice, late charges may apply. The charges will be specified in the late fee notice issued to the customer. A waiver may be applied in some circumstances, but this is at the discretion of All in 1 Clearance and Removals Ltd.
12. Customers may choose to assist staff during a Removal, however All in 1 Clearance and Removals Ltd is not liable for any damage or injury caused by this assistance.
13. Customers are responsible for the removal of any doors to assist in the Removals. All in 1 Clearance and Removals Ltd is not liable for any damage or injury caused by this action. In the case of customer illness or disability the

staff may choose to remove the door/s themselves, however they and All in 1 Clearance and Removals Ltd are not liable for any damage or injury caused by this.

14. Staff may disconnect washing machines upon customer request, however they and the company are not liable for any damage caused during this process. Charges for this will be specified in the customer's quotation.
15. Staff are not permitted to disconnect any gas appliances. Customers are responsible for arranging this service themselves.
16. Staff reserve the right not to disconnect or remove any item belonging to the customer that may be dangerous to either themselves or the customer.
17. Staff reserve the right not to carry out a Removal that has restricted or unsafe access.
18. Customers must provide access details to the company before a Removal is arranged and booked. If staff discover that the access is not as described they reserve the right to refuse to carry out the Removal.
19. Any animals or creatures belonging to the customer must be kept safe and away from staff during the Removal. Staff reserve the right to refuse to carry out the Removal if they feel threatened and unsafe due to these.
20. Staff reserve the right to refuse to carry out a Removal if they feel the customer is being verbally or physically abusive.
21. Customers are advised to measure access points accurately in order to ensure all items fit out of the original property and into the new one. All in 1 Clearance and Removals Ltd are not liable for items that do not fit in or out and the agreed fee specified in the customer's confirmation email will still apply despite being unable to complete the Removal due to any items not fitting in or out of the premises.
22. Customers are advised that all items must be adequately packed and secured ready for the Removal. Staff may assist in packing if required by the customer and if agreed upon by All in 1 Clearance and Removals Ltd.