

Terms and Conditions

Waste Clearance

1. All in 1 Clearance and Removals Ltd is a registered higher tier waste carrier under registration number is CBDU197942.
2. All in1 Clearance and Removals Ltd takes all trade waste to registered waste transfer stations and recycling centres.
3. Any domestic or commercial waste that can be recycled is re-purposed or donated to local charities and charitable causes by All in 1 Clearance and Removals Ltd.
4. All in1 Clearance and Removals uses waste transfer notes in accordance with Environmental Law.
5. All in1 Clearance and Removals Ltd reserve the right to refuse any waste collection that is not covered in the quotation. If customers wish to include additional waste in their collection this will be added and charged at a rate determined by All in 1 Clearance and Removals Ltd and agreed by the customer.
6. Customers are advised that any waste not correctly bagged may not be taken by staff.
7. Customers are advised that staff may refuse collection if waste is not located where the customer has stated.
8. Customers are advised that any waste collection that is deemed unsafe or not as agreed upon may be refused collection.
9. Customers are advised that they may assist in the waste collection if they choose but All in 1 Clearance and Removals Ltd is not liable for any injury or damage that is caused through the assistance.
10. Customers are advised that they may not enter or climb into a waste collection vehicle as they are not insured to do so.
11. All in1 Clearance and Removals reserve the right to refuse collection where access is deemed unsafe.
12. All in 1 Clearance and Removals Ltd are not liable for any damage to property caused by loose or insufficiently bagged waste. It is the customer's responsibility to ensure waste is correctly bagged or boxed up to prevent such damage.
13. All in 1 Clearance and Removals Ltd reserve the right not to take soil unless agreed with the customer.
14. The customer is advised that any item/s taken by mistake due to being located in or near to the waste collection pile is not the responsibility of All in 1 Clearance and Removals Ltd to either return, replace or reimburse. The company may choose to return, replace or reimburse items where possible, but this is purely as a goodwill gesture and is not guaranteed. Customers are therefore advised to supervise waste clearances and ensure that they are happy with the result before staff members leave. Once customers are happy to let staff members leave the premises, they are no longer liable in any way.

15. All photographs of waste must be clear and accurate. Any waste not shown in photographs will not be collected without authorisation from All in 1 Clearance and Removals Ltd.
16. Staff members are not permitted to assist in creating additional waste unless agreed with the customer and All in 1 Clearance and Removals Ltd.
17. All in 1 reserve the right to refuse collection where there is insufficient access for the vehicle.
18. All in 1 Reserve the right to change the vehicle used for a collection if needed. The customer will be made aware of this to ensure appropriate access is provided.
19. All in 1 reserve the right to refuse collection where staff members feel verbally or physically unsafe either through customer abuse.
20. Customers are advised that they must ensure any animals or creatures belonging to them must be kept away and safe during a waste collection. Staff may refuse a collection if they feel unsafe due to an animal.
21. Customers are advised that staff may only enter their home or premises to collect waste if previously agreed with All in 1 Clearance and Removals Ltd
22. All in 1 Clearance and Removals Ltd are not responsible for returning bags used unless requested by the customer and agreed with All in 1 Clearance and Removals Ltd.
23. All in 1 Clearance and Removals Ltd reserve the right to cancel waste collections or rearrange collections if needed. In this event the customer will be informed and their consent for a rearrangement sought. If a cancellation is inevitable All in 1 Clearance and Removals will give as much notice as possible.
24. All in 1 Clearance and Removals will endeavour to collect waste Monday to Saturday between 9am and 5pm despite weather conditions. If weather conditions are severe enough to put staff at risk, All in 1 Clearance and Removals Ltd may cancel the collection. Alternative collection dates will always be provided where possible.
25. 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.
26. Staff are not permitted to disconnect any gas appliances. Customers are responsible for arranging this service themselves.
27. 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.
28. Customers are advised that any item due to be collected must have sufficient access to be removed. If an item does not have sufficient access to be removed from the customer's premises, it will not be collected and a wasted journey fee of £20.00 may be applicable. This is at the discretion of All in 1 Clearance and Removals Ltd and the customer will be advised of this at the time. This charge may also apply if the collection is not at the premises and the customer has not

cancelled the collection beforehand.

29. Customers are advised that all food and drink must be removed from fridges and freezers prior to collection. If they are not, staff will not collect the item and a wasted journey fee of £20.00 may apply.
30. Customers are advised that if they believe any staff member has caused damage to their premises or property, this must be reported to All in 1 Clearance and Removals Ltd within 24 hours of the waste clearance being completed via email with clear photographs of the damage attached or via telephone on 08007747126. Photographs will still be required as evidence when reporting via telephone.
31. All in 1 Clearance and Removals will respond to customers within 48 hours of a report of damage and seek a solution within 5 working days. This may involve reimbursement for the damage, in which case any payment will be calculated and paid to the customer within 90 days. This time frame will be dependant on the Public Liability Insurance claim response. All in 1 Clearance and Removals Ltd will endeavour to pay as soon as possible after 30 days where possible.
32. In the case of a complaint, customers are asked to contact All in 1 Clearance and Removals Ltd in writing via email or via letter to the company's head office found on the "Contact Us" page. All in 1 Clearance and Removals Ltd will respond to any complaints within 48 hours and endeavour to find a solution within 5 working days.