**TERMS AND CONDITIONS**

**PLEASE READ TERMS & CONDITIONS OF Jutt removaLs, ABOUT TERMS, LIABILITY, RESPONSIBILITY, VALUATION, PAYMENT, CLAIMS, INSURANCE, TOLLS, CANCELLATION.**

**DEFINITIONS:**

"We", "us" and “TRL” means The-Removals-London.com

"Website" means the website at The-Removals-London.com

"You" implies the person using the Website whether as a guest or as a registered user.

**YOU WILL NOT:**

• Use our website juttremovals for any kind of illegal purpose and agree to use it in accordance with all the relevant rules and laws;

• Upload to the Website (I) any Trojan horses, computer viruses, or anything else designed to interrupt or disrupt the normal operating processes of a computer or (ii) any content which is defamatory, or of menacing character, or that may cause inconvenience, or needless anxiety;

• Create a hypertext link to any part of the site without our written consent. You may not make use of any of our logos or proprietary marks as part of the link without our express written consent;

• Use framing techniques to enclose any part of the site or any content accessible on it without our written consent. Any kind of unauthorized use terminates the permission granted by us to use this site in addition to our other rights; or

• Attempt any kind of unauthorized access to any part or component of the site.

**OUR VALUATION:**

Our prices, unless otherwise noted, do not include customs duties, ferries, toll roads, inspections, or any other fees and taxes payable to government agencies.

1.2 We reserve the right to change our prices with no prior notice.

1.2.1 Changes in expenses due to difference in stated valuation given for pickup and delivery of indicated floor.

1.2.2 Changes in expenses due to the difference stated in the valuation given for the van about the size of the ordered amount of goods carried.

1.2.3 Changes in expenses due to the different valuation given for the number of additional employees .

1.2.4 Changes in expenses due to the different valuation given for the amount ordered.

1.2.1 Changes in expenses due to the different valuation given for the distance between origin and destination

1.2.5 The change in costs that imply difficulty or impossibility of delivery by stairs, elevators, or gates, which are inadequate for free movement of goods without mechanical equipment.

1.2.6 Changes in expenses arising from additional charges such as parking

1.2.7 Change in expenses resulting from delays or events beyond our control which increase or expand the resource or time spent on completion of agreed work.

1.2.8 Change in expenses due to currency fluctuations or changes in taxation beyond our control.

**WORK NOT INCLUDED IN THE QUOTATION:**

2.1 Unless Agreed to us in writing, we Will not:

2.1.1 The removal or installion of furniture.

2.1.2 Disconnect, re-connect, dismantle or re-install the equipment, fixtures, fittings or equipment.

2.1.3 Take up or lay fitted floor coverings.

2.1.4 Move or store any items excluded under clause 5

**OUR LIABILITY TO YOU:**

3.1 On our responsibility is to deliver your goods for you from the origin to destination. All goods are insured in the van for up to £10,000. We are not liable for the first £250.00 per claim. It is the responsibility of the customer to ensure extra insurance is arranged prior to us moving.

Goods will be protected only by our insurer, if the TRC team will prepare for transport all of the things described in Transport List by our customer.

3.2 In the event that we have undertaken to pack the goods, or otherwise make them ready for transportation; it is our responsibility to deliver them to you undamaged.

3.3 If we fail to discharge the responsibilities identified in clause 4.1 and 4.2, we will, subject to the provisions of clauses 7, 8, and 10, be liable under this agreement to compensate you for such failure.

3.4 We will not be liable to compensate you where clause 2.2, 3.2, and 5.2, apply unless loss or damage occurred as a result of negligence or breach of contract on our part.

3.5 If you do not provide us with a declaration of value of your goods, or if you do not require us to accept standard liability pursuant to clause 8.1 we will not be liable to you for failure to discharge the responsibilities identified in clause 4.1 and 4.2.

3.6 The amount of our liability under this clause shall be determined in accordance.

**YOUR RESPONSIBILITY:**

4.1.1 Declare to us in writing of the value of goods transported. If it is determined that the value of goods transported is lower than declared, you agree that our liability will be reduced. All goods in transit covered up to £ 10,000

4.1.2 Articles of value should always be on your person, at all times.

4.1.3 All necessary documents must be present prior to departure.

4.1.4 Documentation shall be present or during the departure and arrival.

4.1.5 Take all reasonable steps to ensure nothing is left behind.

4.1.6 Ensure proper protection of property left unattended in rooms where people such as (but not limited to) tenants or workmen will be present.

4.1.7 Prepare adequately and secure all equipment.

4.1.8 Make sure the fridges are defrosted and emptied before shipping.

4.1.9 Correct address for delivery must be presented to driver.

4.2 While heading to destination, communication between person(s) and drive must be open.

**GOODS WHICH CANNOT BE TRANSPORTED:**

5.1.1 Prohibited or stolen goods, drugs, pornographic material, potentially dangerous, damaging or explosive items including gas bottles, aerosols, paints, firearms and ammunition.

5.1.2 Articles of value.

5.1.3 Plants or goods likely to encourage vermin or other pests or cause infestation and contamination.

5.1.4 Perishable products and services that require a controlled environment.

5.1.5 All kinds of animals, birds, reptiles, and fish.

5.1.6 Goods which require special licenses.

5.2 Goods listed above may not be transported by us. The-Removals-London.com will not accept any liability in connection with the transport of these goods if they are not declared or communicated to transport without our consent.

**OWNERSHIP OF GOODS:**

6.1.1 The goods to be transported musr belong to you, or you represented and have obtained permission for their transport.

6.1.2 If you transport goods in behalf of someone else it also ensures us that you have read the terms of the contract and the people you are representing are aware of these terms.

**PAYMENT:**

7.1.1 Payment is due on or before starting work.

7.1.2 You cannot deny any part of the agreed price.

7.1.3 If you choose "payment in cash on the day to the driver" you have to pay the full amount before unloading the goods to your property.

7.1.4 If you refuse payment for the service then we reserve the right to commandeer your goods until the time of payment. At this time, your goods will be stored in the storage for twenty-eight (28) days.

Customers cover the cost of storage.

Costs for storage are not subject to our valuation and not subject to any discussion.

The bill for storage will be presented by us

The cost of transport and unloading to the selected storage will be added to final bill and not subject to any discussion.

7.1.5 If you do not not collect your goods from the storage within twenty- eight days we will have to dispose of it.

**DAMAGE TO PREMISES OR OTHER PROPERTY:**

8.1 Contractors are often present at the time of collection or delivery. Our liability for loss or damage is limited as follows:

8.1.1 If the result in the loss or damage on premises or property other than goods for removal as a result of our negligence or breach of contract, our liability shall be limited to damages only.

8.1.2 If the damage is due to the transport of goods under your express instruction, against our advice, and if we are to move the goods in the recommended manner could result in damages, we shall not take responsibility.

**EXCLUSIONS OF LIABILITY:**

9.1 In view of the limited liability we shall not be liable for any loss or damage to goods, as a result of fire or explosion, unless it was negligence or breach of contract.

9.2 In respect of standard liability and limited liability, other than as a result of our negligence or breach of contract we will not be held liable for any loss, damage, or failure to the following items:

9.2.1 Bonds, securities, stamps of all kinds, manuscripts, and other documents electronically held data records, and mobile phones.

9.2.2 Plants or goods likely to encourage vermin or other pests or cause infestation or contamination.

9.2.3 Perishable products and / or services that require a controlled environment.

9.2.4 Animal furs exceeding £100 in value, jewelry, watches, precious stones and metals, money, coins, deeds.

9.2.5 Any animals, birds and fish.

9.3 In respect of standard liability and limited liability, other than as a result of our negligence or breach of contract will not be held liable for any loss, damage or failure to produce the goods if caused by any of the following circumstances:

9.3.1 by war, invasion, acts of foreign enemies, hostilities (whether war is declared or not), civil war, terrorism, rebellion and / or military coup, act of God, strikes or other such events outside our control.

9.3.2 Loss or damage due to radiation or radioactive contamination.

9.3.3 Loss or damage resulting from chemical, biological, biochemical, electromagnetic weapons and cyber-attack.

9.3.4 indirect or consequential loss of any kind or description

9.3.5 The normal wear and tear natural or gradual deterioration, leakage or evaporation or from perishable or unstable. This includes goods left within furniture or appliances.

9.3.6 by pests, moth, insects and similar infestation, damp, mildew or rust.

9.3.7 For cleaning, repair or restoration, unless arranged for work to be carried.

9.3.8 to change the weather and climate.

9.3.9 In the event of any goods in wardrobes, drawers or appliances, or in a package, bundle, carton, case or other container not both packed and unpacked by us.

9.3.10 Lossor damage to China, glassware and fragile items unless they have been both professionally packed and unpacked by us or our subcontractors. In the event of an accident involving the owner packed container where damage would have occurred regardless of the quality packaging, our liability is limited to £ 100 or its actual value, whichever is less.

9.3.11 For electrical or mechanical derangement to any appliance, instrument, clock, computer, or other equipment unless there is evidence relating to external damage.

9.03.12 Loss or damage to vehicles caused by scratching and marring unless entered to receive from us a preliminary report of the collection.

9.3.13 Loss or damage to the vehicle while it is driven or to be driven under its own power other than for the purpose of loading or unloading of transportation or transporting container. Loss or damage sustained by accessories and moving parts, unless lost with the vehicle.

9.3.14 In case of any goods which are pre-existing defect or are inherently defective.

9.4 No employee of ours shall be separately responsible for any loss, damage, miss-delivery, errors or omissions resulting from the provisions of this Agreement.

9.5 Our liability will cease after delivery. (see section 11.2)

We shall not be liable for:

9.6 Loss or damage caused where Goods have been packed or unpacked by You or others.

If We are negligent or in breach of contract or otherwise responsible for causing loss or damage to Your premises We will pay You either;

A the cost of repairing the damaged area to a maximum limit of £75; or

B up to a maximum of £75 on each premises.

**DEADLINE CLAIMS:**

10.1 In the case of goods that we supply please notify us in writing of any visible loss, damage or failure to produce any goods at the time of delivery.

10.2 Please note after finishing work and workers left than we do not take any responsibilities for any damages. You need to report if any damages to our team before they leave.

**DELAYS IN TRANSIT:**

11.1 Other than by reason of our negligence or breach of contract shall not be liable for delays in transport.

11.2 We will do our best to arrive within the time scale stated, however arrival times are estimated.

Delays to pick-up/delivery times are sometimes unavoidable (due to traffic accidents, weather etc.).We do not accept any responsibility for any customer loses due to unforeseen or out of our control delivery/pick-up delays.

**OUR RIGHT TO SUBCONTRACT WORK:**

12.1 We reserve the right to subcontract part or all of the work.

12.2 If a sub-contract, these conditions still apply

**DELIVERY OF PACKAGING MATERIALS:**

We deliver to any place in London, standard delivery takes 48 hours (if orders are placed by 5pm), and all Standard deliveries are free of charge except orders under £30. On your request we can deliver your order next day for additional charge of £15. There will be no deliveries made at weekends or on bank holidays. All deliveries will require a signature verification

**PARKING:**

Providing parking is the responsibility of the customer. if there are restrictions such as yellow lines, red routes, residents only etc. customers must provide driver with a permit from the local council. If this is not possible, please kindly accommodate driver. If there is no parking pre -arranged any parking fines received will be the responsibility of the customer and must be paid by the customer on completion, however we will not park illegally and the driver may have to leave if legal parking is not provided.

**POSTPONEMENT OR CANCELLATION:**

If you cancel your order up to 48 hours before the booking time, you will not have to pay any charges. If you cancel within 48 hours before booking time, you will be responsible for paying cancellation fee of £35 . For larger jobs ( above 3 hours ) you will be charged for the value of 30% of your deposit. We reserve the right to change or cancel at any time.

**CONGESTION & TOLL CHARGES:**

There will be an extra charge of £10 when passing through the London Congestion Charge Zone, other congestion charge zones and tolls will be charged accordingly. ( Unless otherwise stated )

**INSURANCE:**

All goods are insured in the van for up to £10,000. We are not liable for the first £250.00 per claim. It is the responsibility of the customer to arrange extra insurance.

**STAFF ABUSE:**

Verbal or threatening behavior will not be tolerated. If the driver is forced to leave the job because of abuse from the customer will be liable to pay in full.

**PACKAGING SHIPPING:**

We do not sell directly from the warehouse. You can only place an order online or by phone. A minimum order of £30. If order is less than £30 (excluding VAT) delivery charge of £10 will apply. Next business day delivery for all orders placed before 3pm.We do not provide deliveries on the weekends and bank holidays. For all deliveries in the Congestion Charge Zone (London) - extra £10 will apply. Next business day delivery is subject to stock availability. The-Removals-London.com cannot be held responsible for any 3rd party delivery service delays. Open and fully check the contents of your delivery before signing to confirm receipt. Returns will be accepted after the signing of the invoice. If there is no one authorized to take delivery on date specified, we will charge additional £10 for next shipment.

Any goods which are damaged on arrival must be advised to the sales team within 48 hours of receipt. At their discretion The-Removals-London.com will either supply a full refund or replacement goods. Any goods ordered in error must be returned to The-Removals-London.com at the buyers cost, within 10 days of the order date. The-Removals-London.com will provide a refund less a charge of £8.00 per item to cover carriage costs and administration.

**MODIFICATION:**

We reserve the complete right to change any part of this agreement without any notice and your use of the site will be deemed as acceptance of this notice. We advise users to regularly check the Terms of this agreement.

12.1 We reserve the right to subcontract part or all of the work.

12.2 If a sub-contract, these conditions still apply