



TERMS AND CONDITIONS

- We are glad to book you in. We will make sure to provide you with a complete hassle free removal service. Once you are agreed to book us for your move, we will complete your move with following terms and conditions;

BULLET POINTS

- 1. Move booked either on our website, over the phone, Live Chat or through the email, all following terms are applied.**
2. You (client) will provide the complete collection and delivery addresses. Some addresses are not updated on Maps, so it's your responsibility to make sure we are given clear instructions.
3. If you have advised the address is a house but upon arrival the movers are told to move items from a flat which is not at ground floor level, there will be extra cost payable by the client. Clear flat floor position/level has to be provided prior to the arrival of the movers.
4. It is solely clients' responsibility to make sure there is parking available for the vans. If vans are parked away in a significant distance from the house/flat, there might be WALKING DISTANCE CHARGE payable.
5. If movers arrive at the collection or delivery address and are told to 'wait', we charge £60 per hour WAITING TIME.
6. If a client is exchanging keys of the houses on the same day, Waiting Time is payable from 12:00pm, exempt only if vans are already booked for the whole day.
7. You are responsible to provide us the goods list as it's important so we know the size of your move and we will make sure to provide you the vehicle/vehicles accordingly.
8. If there are any extra items not included in the list provided, price will be given and if agreed to pay, would be moved.
9. If you have booked us for only removals, you are responsible that all items are ready to be moved including any dismantling and reassembling should be done prior to the movers arrive.
10. Any fragile items packed within the boxes, should be clearly labeled/written/marked on the boxed as FRAGILE.
11. All Fragile items including ornaments, art pieces, delicate furniture should be bubble wrapped or secured using appropriate packing material.
12. If Items within the boxes are damaged, we are not responsible. However if you have chosen our packing service we are responsible for any damage that occurs.
13. If any item/items need to be dismantled or reassembled, prior notice/information should be given.
14. Some items are too big to manoeuvre safely from tight bends within the house; a clear instruction of possible damage either to the item or to the property, will be given before that item being moved.
15. It is the client's responsibility to inform movers of any damaged or broken item prior to the start of the move. Any item/ items which are aged or well used and are now delicate, a prior notice/instruction must be given to the movers otherwise if they are broken while in transit, the claim will be rejected.
16. 72 hours notice should be given if the client is canceling or postponing the move.
17. If the move is cancelled within the last 72 hours of the booking date, the client is liable for the 30% of the removal cost.
18. If cancelled within the last 24 hours of the booking date, the cancellation fee is 50% of the removal cost.
19. If cancelled on the moving day, the client is liable 100% of the removal cost.
20. If the move is postponed within the 48 hours of the moving date, the client is liable for 20% of the removal cost.



21. If the move is postponed within 24 hours of the moving day, the client is liable for the 40% of the removal cost.
22. If the move is postponed on the moving day, the client is liable for the 50% of the removal cost.
23. Any pet living in the home, complete safety of the pet is the client's responsibility.
24. If a client has any dispute with the neighbours or family member which is causing disturbance and movers are being dragged into their dispute, we can cancel the move and the client will be issued no refund.
25. If our driver is stuck in traffic and the move is delayed due to unforeseen circumstances, we are not liable for any delay cost/compensation.

INSURANCE DETAILS

What cover do I have?

Your cover is detailed within the policy schedule.

How long is it for?

Your cover will start when the goods are collected for transit and cease when the goods are delivered at their final destination.

Summary of cover and limits

This policy covers physical loss or damage to your goods whilst in transit including the risks of loading and unloading. The policy limit is detailed within the policy schedule and is the maximum settlement under this insurance policy.

An excess applies to each and every claim. The excess amounts depend on the job and are as follows:

- Removals, and jobs over 8 cubic metres in size: £250 each item claimed.
- Piano: £250
- All other including furniture deliveries: £50 each item claimed

Does not cover / Excluded Goods:

1. Jewellery, Watches, Precious Stones, Money, Coins, Bullion, Deeds, C C 8DFG7FTJVVHC
GNFVB, Bonds, Securities, Stamps, Livestock, Explosives, Flammables.
2. Any other goods which you are not permitted to submit for removal/transportation under Scot Removals' terms and Conditions.



Does not cover damage caused by or consisting of:

1. corrosion, erosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, mould, dryness, marring, scratching, moths, vermin or insects
2. change in temperature, colour, flavour, texture or finish

Does not cover any financial loss, damage, cost, expense, fine or penalty not directly associated with the incident that caused you to claim

Does not cover damage or expense caused by delay Does not cover damage caused by or consisting of:

1. depreciation, inherent vice, latent defect, gradual deterioration (including the deterioration of contents in refrigeration units), wear and tear, mildew or frost
2. breakdown of refrigeration
3. pollution or contamination

Does not cover claims for missing items, cartons or packages lacking an itemised valued list of contents supplied by the owner prior to commencement of transit

Does not cover breakage, scratching, denting, chipping, staining and tea ring for subject-matter insured packed by the owner or a third party unless directly caused by the specified perils

Does not cover damage to second-hand or used goods or machinery loss caused by or consisting of rust, oxidation, scratching, denting, chipping or marring unless the goods have been fully reconditioned

How to make a claim

In order to make a claim, please contact Scot Removals 0141 7377290 or send us the email with the detailed information and any evidence picture/video on admin@scotremovals.com.

It is essential that any claim or incident which may give rise to a claim is reported to Scot Removals within 2 days of the transit. Late notification will result in your claim being rejected.

Our commitment to customer service

We are committed to providing a high level of customer service. If you do not feel we have delivered this, we would welcome the opportunity to put things right for you. Most complaints can be resolved within 3 business days

If we can resolve your complaint to your satisfaction within 3 business days we will do so and we will write to you to confirm. (A business day is defined as Monday to Friday, but excluding bank holidays.)



www.scotremovals.com



**EXPERTISE YOU
CAN TRUST**

