



## Terms & Conditions | nicemove transportation

These are the terms and conditions of the contract between Nicemove Transportation and you as the customer. They do not affect your statutory rights. Any verbal agreements which differ to these Terms and Conditions are to be agreed in writing prior to commencement of any job.

### Our Initial Quotes

We reserve the right to make additional charges to initial quotes in the event of the following:-

If the job proves more complicated/time consuming than your initial description (e.g. if there is no lift available for moves above ground floor). There are delays outside our control (such as unable to get entry to premises or the access is unsuitable for our vehicles or moving goods). Any fees or charges we have to incur in order to carry out the services you require (such as parking).

### Goods Insurance

In accordance with you providing an inventory of your goods, we will inform you of any items that are not covered by our insurance policy. Our quotes include the cost of your goods insurance. A copy of the insurance cover provided is available at your request.

### Customer Responsibilities

Provide an inventory and an overall value of the goods being removed and/stored, to ensure that you are fully insured under our existing policy. Provide us with any necessary documentation. Ensure that there are sufficient parking facilities for our vehicles at all locations. For collection of items from a seller, advise the seller of our T&Cs. Pay all charges for our services within 30 calendar days of the date of invoice, unless we have agreed otherwise in writing. If you wish to cancel a booking, provide at least 48 hours notice to avoid incurring a cancellation charge of £40.00. (We will always try to reschedule your move where at all possible).

### Loss or Damage

If loss or damage to any of your belonging occurs due to our negligence, we will pay for reasonable repair or similar replacement of the particular item. We will pay for damages only to those items that we have unpacked or those that we have witnessed you unpack. Electrical items must have visible damage for us to accept liability for malfunction.

### Delays in Transit

Any delays that are outside of our control, such as weather conditions, vehicle breakdown or traffic jams will not make us liable for any financial penalty.

### Claims

Any claims for loss or damage caused by our negligence must be verbally pointed out to us whilst on your premises and notified to us in writing within 7 days of completion of the job. For actions which we advised could cause damage to your goods or premises and you have provided written instruction for us to continue, we will not be liable for any resulting damage.

### Jurisdiction

This contract is subject to the laws of England and Wales.  
November 2015