



You may not be insured, make sure you have contacted your home insurance company for extended cover for your move. Norwich Van Man does not offer Moving Insurance.

Norwich Van Man has put the following terms and conditions into place in order to protect you and us. Although you are agreeing to the terms when you book Norwich Van Man, a copy / waiver will still have to be signed upon our drivers arrival, before work begins. You can rest assured that as part of being a trusted trader member our terms and insurance policies have been checked by Norfolk County Council. Following the terms and having your items ready upon our arrival will in almost all cases save you money. **Why pay more than you need too?**

Insurance

Norwich Van Man is insured for the following:

- Comprehensive Van Insurance
- Hire & Reward Purposes including courier cover
- Public Liability
- Employers Liability
- Goods in Transit

However due to the varied items and cost of said items it is strongly recommended you insure your items separately to guarantee you have the correct level of insurance cover for your goods. Please note the insurance is only in place to cover our negligence in line with our terms. Norwich Van Man will not payout more than the cost of your removal for breakages. Certain items are excluded from insurance cover including but not limited to electrical items, flat packed furniture and items you have not properly protected with packaging or covers.

Your Agree Too

- Accept that upon booking Norwich Van Man you are agreeing to our terms
- To pack, cover and protect all items prior to our arrival / moving them. Unprotected items are not covered against damage.
- Dismantle and prepare for moving all flat pack furniture. Assembled furniture will be moved at your risk.
- Declare any item valued above £75.00 prior to removal
- Be present throughout the removal
- Check nothing is left behind or removed in error
- Prepare / stabilise and protect all appliances / electric equipment prior to their removal
- Empty / defrost and prepare refrigerators / freezers
- To pay by cash, unless agreed otherwise upon job completion. You may not withhold any part of the agreed price before or after the removal service is complete.
- Cancellations within 24 hours from the job start time are subject to a £50.00 charge.
- To pay unforeseen costs such as, but not limited to parking fees
- To allow our staff to work unheeded, without abuse or unreasonable behaviour. Staff will leave in the event of abusive behaviour. You will still be accountable for costs.
- To make sure Norwich Van Man Vehicles can park at the required address.
- To notify Norwich Van Man of any complaint / claim within 10 days of job completion
- All jobs are charged at an hourly rate unless otherwise agreed in writing.
- Pay a reasonable admin charge for every week of outstanding payment.

We Agree Too

- To give confirmed bookings priority over enquiries or unconfirmed dates.
- To load / unload your items carefully and to the best of our abilities.
- To complete all task efficiently and to the best of our abilities
- To demonstrate courtesy and professionalism
- To acknowledge to any complaint / claim within 14 days of receiving notification

The things are insurance won't cover

The following items are specifically excluded from this contract unless otherwise agreed. Should these task be carried out it will be at your risk, uninsured.

- Staff cannot disconnect or reconnect appliances, fixtures, fittings or equipment.
- Move items from a loft or cellar
- Move Food / Drink
- Removal of jewellery, watches, trinkets, precious stones or metals, money, deeds, securities, stamps, coins, or goods / collections of any similar kind.
- Removal of prohibited or stolen goods, drugs, potentially dangerous, damaging or explosive items, including gas bottles, aerosols, paints, firearms and ammunition.
- Move any animals and their cages or tanks including pets, birds or fish.
- Norwich Van Man will not be liable for any damage to premises or property unless they have been negligent.
- If Norwich Van Man causes damage as a result of moving goods under your express instruction, against our advice, it will be done at you risk / responsibility without insurance cover.
- If Norwich Van Man are responsible for causing damage to your premises or to property other than goods submitted for removal you must note this on the worksheet or delivery receipt at the time of the incident.
- No electrical items, flat packed furniture or unprotected items are insured by Norwich Van Man

Other than by reason of the Norwich Van Man negligence, they will not be liable for any loss or damage, costs or additional charges that may arise from any of these matters.

Although you are agreeing to the terms upon booking Norwich Van Man, the driver will present the following for you to sign, we cannot carry out any task until this is done.

I agree to all of the terms set in place by Norwich Van Man. I have viewed and agree to the terms on the Norwich Van Man website prior to booking and am aware a copy of the terms is available for viewing upon request. As part of these terms I am aware Norwich Van Man offers limited insurance and I am agreeing to the waiver that Norwich Van Man will payout no more than the cost paid for this job in line with the terms viewable at www.norwichvanman.co.uk.

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Sign Here

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Print Here

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Date here

