

House Moves Terms & Conditions

Thanks for choosing Ellon Indoor Market for you move. Please read through this document carefully then sign and return.

Type of move

Below we have broken our house move services into separate sections. You can choose some or all parts of the service depending on your individual requirements.

1. Packing small and fragile items (optional extra service)

Packing up all the small items is a time consuming job but we can provide this service. Generally our customers choose to do this themselves to save money, and it also means they know where things are. We advise labelling the boxes by the room you want them in to make unloading as easy as possible.

2. Loading the removal Van

This is where the heavy lifting comes in. We take care loading both pre-boxed items and furniture. Our porters cover the furniture with blankets and tie everything in with straps before the van moves off.

3. Delivering the contents

Our drivers take the time to ensure your possessions are safe while they head to your new home. For longer distance jobs and times when we have your items overnight, our vans are padlocked and attended by at least one member of the team, even when they are on a break.

4. Unloading the removal van

As with loading, we take care of the heavy lifting. You can simply direct us and we will place your furniture, etc in the desired location. We understand you might not know exactly where you want each item and are happy to move things once they're in your new house.

5. Unpacking small and fragile items (optional extra service)

We're happy to do this for you but it is another time consuming job that many customers prefer to do themselves. After all, you know where you want your items better than we do.

Terms and Conditions

These terms and conditions are applicable to any parties hiring Ellon Indoor Market. Ellon Indoor Market is a trading name for Consolidated Trading Ltd (SC).

Pricing

- Our prices are transparent: there are no hidden costs and there is no VAT to add.
- The only exception is a parking suspension charge, if applicable – this is charged by your local council – please see Parking (below) for details.
- For hourly priced jobs: prices are charged by the hour from the start of the actual move. For example, if the removal starts in Aberdeen, we will not charge for the time taken to travel from our base in Ellon to the first address of the move.

Parking

- Parking outside all collection and delivery addresses is the customer's responsibility. It may be necessary to arrange parking permits etc. should there be parking restrictions on the street. You can normally arrange parking by contacting your local council.

Payments

- All jobs should be paid on or before the day of the move. Ellon Indoor Market does not offer any credit or pay later services.
- Payments can be made by cash, cheque (5 days in advance), debit/credit cards or directly into Ellon Indoor Market's bank account. For further details, please contact us.
- For long distance jobs of over 50 miles, 50% payment is required upfront. Cancellation requests need to be made 3 days prior to the job commencement, in the absence of a timely cancellation request the deposit will be withheld and treated as a job cancellation fee.
- If for any reason, we remain unpaid after the job completion date, we reserve the right to use debt collection agencies to recover the

outstanding amount. Debt collection agencies may add their charges on top of the principle amount.

- Should we need to send out reminders for outstanding monies, each letter will cost additional £15.
- A £25 charge is applicable to all late payments.

Timings & Delays

- Job arrival times are estimated: Factors beyond our control can affect timings, therefore, we cannot be held responsible for inconvenience, loss or damage caused by delays. We advise you not to book trains, flights or other important things based on the estimated time of arrival provided by Ellon Indoor Market.
- Ellon Indoor Market will not be responsible for any delays, inconvenience, loss or damage caused by circumstances that are beyond our control, such as road closures, breakdown of vehicles, etc.
- All jobs are carried out subject to the weather. Ellon Indoor Market will not be obliged to carry out a job, should we consider the weather conditions to be adverse. Such conditions are likely to slow down the move. Ellon Indoor Market is not responsible for any delays, inconvenience, loss or damage caused by adverse weather conditions.
- To assist our customers, all our vehicles have breakdown and replacement vehicle covers. However, practically, if a vehicle breaks down before or during a job, it can take several hours before the recovery company can repair/replace the vehicle. In the event of such a breakdown we will send a replacement vehicle as soon as possible, nevertheless, we cannot be held responsible for inconvenience, loss or damage resulting from the breakdown.

Insurance

- Most home insurance should cover your goods in transit when moving home. We strongly advise that you check with your home insurer to ensure that you are covered. Should you not be covered, your home insurance may be able to add cover for a very small premium, it's always worth asking.
- We can arrange various levels of cover for you, please enquire for details.
- Our quotes or offers do not include insurance to cover your goods, therefore, contents are moved entirely at customers' risk.
- All our vehicles have goods-in-transit insurance – ranging from £5k to £50k to cover eventualities. Nevertheless, this is purely to cover Ellon

Indoor Market liability that may arise in case of eventualities like a road accident etc. This would not automatically cover your goods for damage.

Dismantling/Assembling furniture

- We are happy to help customers dismantle their furniture (beds, wardrobes, etc). However, we are not furniture specialists, and dismantling or assembling furniture requests are performed entirely at customer's risk.

Travelling with us

- We are not insured to carry passengers. Our business is moving contents only and not people,

Fixed Quote

- For fixed quotes, any additional items to those declared at the time of the quotation may result in changes in the final price.
- If keys are not received on time, there will be an additional charge for any waiting time. Our usual hourly rates will apply to the additional waiting times.

Cancellation policy

- If you are moving, cancellations must be advised at least 48 hours before the scheduled removal date. Failing which, the deposit (1 hour) will not be refunded. You will appreciate that drivers and porters are reserved for the particular date and other jobs are turned down to ensure that we can assist you on moving day.
- Long Distance cancellations should be advised at least 3 days in advance and a 50% (of quoted price) cancellation charge will apply.

Insuring with us

If you choose to insure with us, the following terms will apply:

- No claims for any damages will be entertained if part or self loading.
- Box contents will not be covered unless, we packed them.
- If any items are found to be missing, lost, broken or damaged, the supervisor must be informed during or at the end of the job.
- An inventory list of all valuable or/and fragile items must be provided before the move including their estimated value for insurance purposes. If this list is not provided, any claim for loss or damage will be rejected.
- Electrical goods will not be covered for internal/functional damage unless there is evidence of physical damage caused by us.

- Antiques and Pianos are not covered, please mention them separately.
- Our Goods in Transit insurance is arranged through a third party – usually Aviva group – and is subject to additional terms and conditions that may be imposed by the Insurance company. A copy of those terms and conditions can be supplied on request.

Others

- Moving items requires appropriate clearance. If we are asked to carry large items up narrow stairways or corridors without reasonable clearance, we will move the items entirely at the customers' risk. In such circumstances, the customer will be responsible for any damage to the walls, stairways or the items being moved.
- Packing materials/storage is charged in addition to the removal, unless specified in the quotation.
- Ellon Indoor Market cannot take responsibility if the customer underestimates the capacity of the vehicles they require and more than one trip is necessary.
- Ellon Indoor Market reserves the right to cancel or refuse a job if the customer's behaviour is unacceptable or abusive.
- Porters are allowed a 5 minute break every hour.

Hazardous and Unacceptable items

- Explosive items and/or flammable liquids are not permitted in Ellon Indoor Market vehicles.
- Electrical and gas appliances should be unplugged before removal. Refrigerators and freezers should be defrosted, emptied and cleaned before removal. Ellon Indoor Market is not responsible for the contents.

We have taken time to draft these terms and conditions for your peace of mind, please take your time to go through them. Don't hesitate to ask if you have any questions regarding your move.

I have read the terms and conditions and I am happy to book Ellon Indoor Market

Sign _____ Print _____ Date _____