



T&Cs – The Nitty Gritty:

Please also note the following terms & conditions which will apply to your move :

- Quote is valid for 14 days from date sent unless stated otherwise on the quote
- Quote is date specific and inventory specific.
- Any delays as a result of clients incorrect loading or delivery address details or instructions will be charged to client at R700 per hour or part thereof. Loading should start within 30 MINUTES of arrival and offloading should start within 30 MINUTES of arrival. Any delays after this at load or offload premises will be charged to client at R700 per hour or part thereof.
- **FREE JUNK REMOVAL** : We offer an after-service on house moves of one load of household junk removal to dump site, excluding food waste and garden refuse (the latter 2 may be quoted on separately). We will either dump or recycle/upcycle or donate any items you no longer want. Acceptance of this offer will infer ownership & responsibility of removed goods onto Craig's Van.
- **ADDITIONAL SERVICES IF REQUIRED/NEEDED AT ADDITIONAL COSTS:**

ADDITIONAL SERVICES IF REQUIRED:
Disassemble of Furniture per item R150 / Reassemble per item R150
Lift items over balcony or removal of doors - R350 per item / per door

- **PACKING** : We use moving blankets to protect your goods in transit. Should you require wrapping or packaging or furniture items, please specify this for quoting. Please also note : Other than furniture and large items, we will not move any small loose items that are not boxed. This is for the safety of your possessions. In the event that you are unable to box your items, please kindly wrap small loose items in black bin bags.
- **SHUTTLE** : Quote excludes shuttle service if 4Ton truck cannot access complex/estate. Shuttle rate is quote specific to each move – please check your estate / complex access restrictions
- **PLANTS** : All potted plants are moved at client's risk – unseen hairline fractures in pots can cause breakages due to the pressure of the soil in the pot when moved.
- **INVENTORY** : Any additional items to those listed/discussed will incur additional charges unless agreed otherwise - please keep us advised.
- Quote is subject to provision of both addresses in full and house visit or receipt of photos / video.
- Should we not have had the chance to visit the premises you are moving into, the quote will be subject to standard driveway access and subject to furniture fitting through normal doorways. A surcharge will be applied for items that need to be lifted over balconies.



- **INSURANCE** : Please note that we are not licensed insurance resellers. Should you wish to insure your goods for the house move, kindly do so with your personal insurers. Whilst we are professional movers, and take every possible care with your furniture, we cannot be held liable for any accidental damage.
- **DAMAGE TO PROPERTY** : Please note that we will not be held liable for any accidental damage to property, nor injury to persons not employed by our company.
- **AVAILABILITY / CAPACITY** : Note that we make use of the extra capacity afforded to us by a number of additional suppliers and a sister company. In the event that we use an outsource supplier for your move, the same terms and conditions as container herein will apply to your move, and all communications will remain with us as your service provider.
- **DEPOSIT**: 60% payable on booking date and balance due on the day of the move. Less than 48 hours booking notice – 100% deposit payable.

BANKING DETAILS FOR DEPOSIT PAYMENT:

CRAIG'S VAN REMOVALS PTY (LTD)

FIRST NATIONAL BANK

ACC TYPE : GOLD BUSINESS

ACC NUMBER: 63050333681

BRANCH CODE : 250102

SWIFT CODE: FIRNZAJJ

REF: INVOICE NUMBER OR QUOTE NUMBER OR NAME SURNAME

- **CANCELLATION POLICY** :
R500 CANCELLATION FEE WILL BE RETAINED FROM YOUR DEPOSIT TO COVER ADMIN COSTS & BANK FEES.
REFUNDS: 1 month before – 100% ; 3 weeks before 75%; 2 weeks before 50%; 1 week before 25% . Less than 1 week before – no refund. (However, If we are able to fill the vacant spot at any time regardless of notice given, we will be happy to refund you 100%.) If lockdown regulations change, we will hold your deposit for a revised date agreed upon.

NAME & SURNAME : _____

ID NUMBER : _____

COMPANY NAME FOR INVOICE PURPOSES IF REQUIRED:

SIGNATURE : _____

DATE : _____

PLACE : _____