

The customers responsibilities are as follows, during removal of your household/commercial effects it will be the sole responsibility of you the customer.

To ensure nothing is taken away in error or left behind.

To take responsibility for security of your goods at the departure & destination points by being present yourself or asking someone to represent you.

To obtain at your expense any documents/permits/paperwork necessary for the removal to be completed.

To pay for any parking charges incurred to carry out removal/ transport service.

To prepare and stabilize all appliances ready for moving ie disconnect tvs,computers music centres

Unless it has been agreed in writing at the quotation stage we do not take down or put up curtains/fixtures & fittings take up or lay carpets, disconnect/connect appliances This will be the responsibility of the customer.

Waiting time if there is a delay at your delivery address before access is granted we may make an extra charge of £12 per man per hour starting at 2pm ending when access is granted. This is to cover the extra wages incurred.

If we have to remove doors to get goods in or out of the property,an additional charge may be incurred.

Cancellation or postponement when you make a firm booking with michaels movers we may ask you for a small deposit. If you cancel the agreed date with less than 7 days notice for uk moves 14 days for european moves, we may not refund deposit.

Payment in full is to be made on completion of your move removals to europe may require full payment in advance.

Storage Customers must pay 4 weeks in advance.If you do not keep your payments up to date and we can not contact you the customer at the address/phone numbers you have given us we are entitled to dispose of or if possible sell your goods to recover payment due.

Insurance cover Your property is covered from the time it is placed into the care of or under control of Michaels movers until it is delivered to you. Subject to terms & conditions & exclusions of the insurance.

we are insured to enter your loft providing its boarded & lit with safe access If this is not the case any damage that results will be your responsibility.

The sum insured shall not exceed £10,000 unless agreed otherwise in writing by Michaels movers prior to your removal taking place.

Basis for claims settlement the age quality degree of use and market value of items will be taken into consideration when calculating any settlements.

Parts & pairs where items are part of a set we will only pay for the actual parts that are lost or damaged.

Exclusions no insurance cover is provided for the following stamps,deeds,bonds, Jewellery,watches,precious stones,money,mobile phones, explosives/flamable items.

If Any items have to go out/in the property via window/balcony it will be at the customers risk and expense.The customer will be responsible for any damage/expenses if goods are moved this way.

Michaels movers shall not be liable for loss or damage resulting from items which are brittle or have inherent defects.

The mechanism in clockwork electronic or motor driven goods are not covered Unless there are visible signs of impact damage.

self esembly furniture is not covered.Items left inside furniture is not covered. Anything not packed or unpacked by us. Damage to plants or shrubs is not covered. damage caused by moth insect or vermin is not covered.

Lino floors are not covered by our insurance.

Loss or damage caused by leakage of liquid from a container, is not covered unless it was packed by us.

Fixtures fittings property or goods damaged as a result of difficult access are not covered

Any consequence of war,invasion,civilwar,acts of terrorism,destruction of or damage to property by or under order of any government or local authority is not covered.

claim notification all claims arising from work carried out by michaels movers must be made in writing within 7 days of delivery.

Excess The first £100 of any claim is to be payed by the customer.

Subcontracting when needed michaels movers reserve the right to subcontract some/all of the work, you would be notified prior to any work taking place. Our terms and conditions would still apply.

when making a booking with michaels movers i/we the customer/s are in agreement with terms & conditions.