

Terms & Conditions

Updated: Jan 2026



Please carefully read pages 1-3 of Young Fella's Removalist Terms & Conditions, as acceptance of this quote also provides us with acceptance of the Terms & Conditions below.

If you have any questions, please feel free to contact us prior to making a booking.

General:

*All quotes are inclusive of GST and include our insurances at no additional cost, unless stated otherwise. Please see below for our insurance coverage.

*Our quotes are based on information received from the client. Should the inventory be greater than originally quoted to you, we reserve the right to amend the quoted figure accordingly. This also applies when load and unload access to the premises becomes challenging. Any additional charges will be discussed on the day.

*When quoted for "filled to capacity," this means that your inventory has been calculated to come very close to or just over filling our truck's capacity. In the event that we expect your items to exceed our capacity, we will let you know prior to making a booking.

*When heavy rain is predicted on your scheduled move date and we proceed with your approval, you will be required to sign a wet weather waiver.

Heavy rain: when it is forecasted greater than or equal to 40mm during the time of your move.. This means that we are not liable for any water damage; although we always try our best to keep as dry as possible.

*All local jobs are a minimum of 4 hours' charge unless stated otherwise.

*Where travel time to the pickup location and from the delivery location from our depot in Batemans Bay, this is included in the hourly rate and not an additional fee. (for example: job takes 4 hours to load/unload your contents, and there is 30min travel to and from our depot; you would be charged a total of 5 hours)

*In the event of a large item relocation, an additional fee will be incurred on top, and you will be quoted this prior to your booking.

*Large pot plants will incur a fee of \$5 each. This means an hourly rate quote; it will be charged in addition, and fixed rate quotes will already be included in the figure supplied.

Insurance:

*A staff member will bring any damages or something with the potential to get damaged to your attention prior to loading them onto our trucks.

In the event the client is not present photo evidence will be taken and time stamped by staff.

*Young Fella's Removalist holds Public Liability Insurance, Accidental Coverage, and Transit Insurance that are included in every quote unless stated otherwise. Certificate of currency can be obtained at any time when requested as proof.

Accidental coverage covers for an incident or accident that may occur where we are at fault - this coverage is effective while loading and unloading your contents.

In the event of an accidental incident, it is in good faith that an item is fully functional prior to removal, and only actions performed by our staff can conclude the result are accepted.

Our accidental & transit insurance does not cover the following:

Bullion, precious stones, cash or securities, precious metal objects, precious jewellery; birds (except poultry); horses; Bloodstock, Breeding, Stud or Prize animals, or other animals (not being Livestock); vehicles, aircraft, helicopters, missiles and like Cargo; houses (unless site huts or dongas); cigarettes or other tobacco based products valued more than \$50,000. Should a claim be accepted for Theft, Pilferage; antiques or works of fine art valued more than \$20,000 any one Conveyance or location; and live plants.

*In the event that accidental damage occurs due to an obstruction created by the client, we will not be held liable, and coverage will not be available. If unsure, please contact our office for clarity. (For example, but not limited to: contents left in furniture or white goods, or shelving not secured or removed.)

*It is recommended by any removalist company that you purchase additional 3rd Party Insurance to cover your move; further information can be found via a Google search. Sometimes personal content insurance covers your move as well; it's best to contact your provider for these details.

*Any boxes pre-packed by the client are not covered by our insurance; this is standard with Removalist Companies Insurances.

Boxes pre-packed by our staff are covered.

*Any damage must be reported within 48 hours after delivery and accompanied by photographic evidence to be assessed. Once out of this 48 hour timeframe, our insurance will not accept claims.

*We do not accept the following: gas bottles, fuel containers/drums; or any goods that may be considered dangerous, corrosive, combustible, or explosive.

Dates, Times & Delays:

*Although we try our best to arrive at the agreed time on the agreed date, uncontrollable events such as roadworks and vehicle breakdowns may affect this commitment. A staff member will always call you in these circumstances.

*Dates offered by us on the day of your quote are subject to change at any time - we can offer a hold of 24hrs for a particular date when requested.

Deposit & Payment Details:

*A non-refundable deposit of 20% is required for all fixed-rate jobs upon booking to secure the requested dates and your booking - these details will be sent to you upon booking.

The remainder of the amount due is strictly due upon job completion unless arranged otherwise prior.

*Remaining payment is due by 5pm of your move date or date the final invoice has been received, where applicable.

This also applies to businesses unless discussed otherwise prior.

Late fees start from 20% of your final figure owing and will continue to incur daily following this event.

* In the event of an unpaid invoice, Young Fella's Removalist holds the right to send it to a debt collection agency after the recommended time frames and actions have been followed. Any additional fees that incur during this process will be the responsibility of the client as well.

*Jobs being paid for via a third party must be paid prior to the job arrival date unless arranged otherwise.

For Local Jobs - The minimum amount is required. (minimum of 4 hrs + diesel)

For Non-local Jobs - the entire amount is required.

*Payments can be made via CASH, bank transfer, EFT for debit or credit card 1.15% surcharge onsite or 1.15% surcharge if made over the phone.

We also accept BPay, Paypal, Zippay and Afterpay Plus Cards – please advise staff if you are using these methods.

Acceptance:

*Acceptance of this quote also provides us with acceptance of the above Terms & Conditions.