



## Terms & Conditions

Updated: Aug 2025

### General:

\*All quotes are inclusive of GST and contain 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. This will be discussed with the client 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 quoted capacity - in the event we expect your items to overly exceed our quoted capacity we will let you know prior to making a booking.

\*When rain is predicted on your scheduled move date and we proceed, you will be required to sign a wet weather waiver. 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 3 hours charge unless stated otherwise. Where travel time to pick up and from delivery is included in this you will be advised of that upon quotation.

\*In the event of a large item relocation - an additional fee will incur.

### 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 has Public Liability Insurance, Accidental Coverage and Transit Insurance that are included in every quote unless stated otherwise.

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.

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 incurs due to an obstruction made by the client - We will not be held liable and coverage will not be offered.

For example but not limited to contents left in furniture or white good items or shelving not secured or removed.

\*It is recommended by any Removalist Company that if you have any concerns that you purchase additional 3<sup>rd</sup> Party Insurance to cover your move, further information can be found via a google search. Sometimes personal content Insurance covers your move as well, its 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 claims must be made within 48 hours after delivery and accompanied by photographic evidence to be assessed.

\*We do not accept the following: Gas bottles, Fuel containers/drums; or any goods which may become of a dangerous, corrosive, combustible, explosive.

### **Dates, Times & Delays:**

\*Although we try our best to arrive at the agreed time on the agreed date, uncontrollable events such as road works 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:**

\*20% deposits are required for all non-local jobs upon 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 final invoice has been received where applicable) otherwise a late fees start from 20% of your final figure owing and will be added accordingly.

This also applies to businesses - unless discussed otherwise prior.

Debt collection agency details can be supplied for any further issues.

\*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 3 hrs + diesel)

For Non-local Jobs - 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 Zippay or 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.