

## **Terms and Conditions of Insurance and Service provided by Stork Removals**

1. Stork removals are insured for household removals only. Damage from packing is not insured unless Stork Removals provides a paid packing service to the customer. Only those items, which were packed by Stork Removals, are insured for damage caused by wrongful packing and breakage by employees of Stork Removals.
2. If the customer wants to make a claim, Stork Removals has to be informed within 48 hours of the finishing time of removals done by Stork Removals.
3. Only material property up to a value of £30,000, that has been damaged during the move will be insured, excluding jewellery, watches, precious metals and stones, deeds, bonds, Bills of Exchange, Manuscripts and other documents. If there is reasonable doubt that damage happened before or after the time of removals no damages, costs and expenses will be paid by Stork Removals.
4. There is an excess of £100 payable by the customer in the event of a claim being made.
5. Insurance can only be claimed by Stork Removals when full payment for the removal service has been received. The full payment has to be made before or on the day the removal is done.
6. The customer shall take all reasonable steps to comply with statutory requirements obligations and regulations imposed by any authority.
7. Twenty percent has to be paid to secure a booking.
8. There is a waiting time charge after 2pm, if the removal men are waiting in front of the new property and access is still being denied. The waiting time charge is £7.50 per man per half hour, calculated every half hour.
9. In the event that your move is not completed on the initial moving day the vans will have to be kept in a secure storage centre overnight. Also extra insurance for storing the vans will come into effect. Cost occurred are charged to the customer.
10. If the move is extended to a second day due to non-completion on the first day, the cost of removals for the second day will be 75% of the initial moving costs. It will have to be paid on the second moving day either in cash or by cheque.
11. In the event that the whole move falls through less than ten working days before the moving date you may lose your deposit. You may also lose the packing costs in case packing has already been done. Nevertheless if you decide to use Stork Removals for the next available moving date the packing cost occurred will be deducted from your overall bill.