

## Insurance Protection

Your goods are precious and to ensure they are fully protected during your move we are able to offer specialist goods in transit insurance cover.

While all our clients are covered by an industry standard liability cover we would urge clients to ensure they have financial protection and peace of mind while moving home.

Our insurance cover will ensure that your goods are fully protected at all times and should the unthinkable happen we will be on hand to ensure that any claims are dealt fairly and efficiently.

The full policy wording is provided with all our quotes.

## Waivers

Sometimes events are out of your hands and to ensure your peace of mind during the removal process we are able to offer our clients the following waivers to cover them should the unforeseen happen.

### Waiting Time:

This ensures your peace of mind should there be a delay in accessing your new property. Should our crew be delayed in gaining access to your property at the agreed time a charge of £60 + vat per hour is payable. The waiting time waiver provides an additional 3 hours of waiting time meaning that our crew will remain on site to ensure your removal can be completed without you incurring any additional charges.

### Postponement / Cancellation:

By accepting this waiver you will ensure that you will incur no charges should the unthinkable happen and you have to cancel/postpone your move after it has been confirmed.

## Payment Terms

We require that all charges are received in cleared funds before the date of your removal. For your ease please select one of the payment methods below:



### Cheque

Include your client ID on the reverse.  
Please allow 7 working days for the cheque to be processed



### Card

We accept all major credit cards and debit cards excluding American Express.  
Please allow 3 working days for your payment to be processed.  
All credit cards are subject to a 1.5% handling charge



### Internet/Bacs

IBAN GB22 NWBK 5600 6336 9643 87  
Acc: 36964387 Sort Code: 56-00-63  
Include your client ID as reference  
Please allow 3 working days for your payment to be processed.

## Packing Materials

If you have asked us to provide a full packing service all the materials required to move your effects have been included within your quotation.

If you plan to carry out the packing yourself and if requested during the quotation process boxes can be delivered once we have received your signed acceptance, you don't need to have a confirmed a removal date. Please contact the office to arrange a convenient day for their delivery.

If you are moving into the area we are still able to arrange for boxes to be delivered to your home address normally at a cheaper price than many local self storage companies. Please contact the office for an order form we will also be able to advise you as to the quantities you will require to pack your home.

## B.A.R Code of Practice.

As a BAR member we have agreed to abide by the Code. The code sets out the standards by which a BAR members must abide.

## Key Commitments

We promise to act fairly and reasonably with all clients and uphold all the standards contained in the Code. Our key commitments are:

- Maintain a high standard of service to all clients.
- Provide you with a clear description, price and timetable for the work carried out.
- To offer insurance or other protection options.
- To explain clearly our liability for loss or damage, the time limit for making claims and cancellation/postponement rights and charges.
- To ensure staff are courteous, competent, and committed to providing a high standard of service.
- To deal quickly and fairly when dealing with customer concerns and complaints.

## Complaints

If you have a complaint about the service we have provided we will try to resolve it fairly, quickly and efficiently. In the first instance please contact a member of staff who will endeavor to resolve the issue immediately. You will at this stage be provided with a copy of the company complaints procedure. If you are not satisfied that your complaint has been dealt with to a satisfactory conclusion, you can take your complaint to a formal level where it will be dealt with by a senior member of staff. If we can't settle your complain to your satisfaction you may refer it to the BAR's FREE Conciliation Service at [consumer.affairs@bar.co.uk](mailto:consumer.affairs@bar.co.uk). Tel 01923 699486.

If you are still not satisfied a low-cost, independent arbitration scheme is available operated by the Chartered Institute of Arbitrators.

## OFT Monitoring

The Office of Fair Trading monitors the performance of all BAR members, to make sure that they are operating within the BAR Code of Practice and that the Code is working properly in the customers' interests. You can help us to ensure the service we provide meets and exceeds the standards set down by completing our customer satisfaction survey.