

# Customer Information

**Hackworthy**  
& Sons

Removals, Storage & Shipping

– Since 1973 –

## Insurance and Waivers

Peace of mind, guaranteed. Sometimes even the best laid plans can go wrong. With Hackworthy and Sons, you can relax knowing you're fully covered for anything that might happen during your move.

### Insurance Protection

We believe in making things as simple as possible. That's why unlike most other removal companies, your quote includes insurance cover for all your belongings.

We will ask you to declare the value of your belongings on acceptance of our quotation and then your insurance cover will be in place.

Please note values above £40,000 will be subject to an additional surcharge. In the unlikely event that something does go wrong and you need to make a claim, we'll guide you through the process and help get it sorted out as quickly as possible.

### Postponement/Cancellation Waiver

If you cancel a confirmed booking at short notice, you'd normally have to pay a percentage of removal cost as a cancellation charge. By selecting our cancellation waiver, if your plans change unexpectedly, you wouldn't be liable for any charges even if you cancel the day before you're due to move.

### Late Key Waiver

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 waiting charge of £60 + vat per hour is payable.

The Late Key Waiver provides an additional 3 hours of waiting time ensuring that our crew will remain on site for as long as possible to complete your removal without you incurring any additional charges

## 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.

## Payment Terms

We require that all charges are received in cleared funds 7 days prior to the start date of your removal. For your ease please select one of the payment methods below:



### Card

We accept all major credit cards and debit cards excluding American Express.



### Internet/Bank Payments

Account: Hackworthy & Sons Ltd

Acc: 23906914

Sort Code: 40-36-22

Please use your Client ID as reference.

## CTSI Code of Practice & Advance Payment Guarantee Scheme

As a BAR member we have agreed to abide by the Code of Practice

### 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 clearly explain 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.

As BAR members we provide an [Advance Payment Guarantee](#) for private individuals moving in the UK – see our website for further information

## 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. 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 complaint to your satisfaction it can be referred to the BAR's Dispute Resolution Service. A free independent alternative dispute resolution service provided by Furniture & Home Improvement Ombudsman.

For full details visit [www.bar.co.uk](http://www.bar.co.uk).



**Furniture &  
Home Improvement**  
Ombudsman

*Should you have any questions about your move please feel free to contact us on 01752 2288151*