



## **Terms & Conditions of Service**

("Agreement")

These Terms & Conditions apply to the services provided by Angels Removals Ltd, a company registered in the United Kingdom.

### **1. Definitions & Interpretation**

- "You", "Your" means the Customer who enters into this Agreement with us.
- "We", "Us", "Our" means Angels Removals Ltd.
- "Goods" means all furniture, fixtures, effects, personal items and other goods handled under this Agreement.
- "Services" means removal, transport, storage, packing/unpacking, and allied services.
- "Quotation" means our written statement of price for the Services.
- "Contract" means the Agreement formed when you accept our Quotation in writing together with these Terms & Conditions.

### **2. The Contract**

- These Terms apply to all Services provided by us.
- By accepting our Quotation you accept these Terms & Conditions and the Contract is formed.
- Additional services requested later are subject to these Terms and may incur additional charges.

### **3. Quotation & Payment**

- Our Quotation is valid for 28 days from the date of issue unless otherwise stated.
- Unless stated as a fixed price, our Quotation is an estimate only.
- A deposit of 30% is required on booking and the balance must be paid before or on completion.
- Overdue payments may incur interest and recovery action.

### **4. Additional Charges & Variations**

- Extra fees may apply for restricted access, upper floors, long carry distances, or delays caused by you.
- Revised Quotations may be issued if the move is delayed beyond 28 days of the quoted date.

### **5. Excluded Services / Goods**

- We will not move cash, jewellery, hazardous materials, perishables, or items not disclosed in advance.
- We will not dismantle or reconnect appliances unless agreed in writing.



## **6. Your Responsibilities**

- You confirm ownership of the Goods and provide accurate details of access and parking.
- You must ensure items are packed, ready, and safe for removal.
- You or a representative must be present at collection and delivery.

## **7. Storage (if applicable)**

- Goods will be stored at a designated facility under our control.
- Access is by appointment only and may incur extra charges.
- You must arrange insurance for stored goods.

## **8. Risk, Title & Insurance**

- Risk in Goods passes to us upon collection and returns to you on delivery.
- You must arrange adequate insurance for your Goods unless otherwise agreed.
- Our liability is limited (see Clause 9).

## **9. Limitation of Liability**

- We are not liable for loss caused by inherent defects, perishable items, or goods packed by you.
- Our maximum liability is limited to an agreed amount per item or consignment.
- We are not liable for indirect or consequential loss.

## **10. Cancellation / Postponement**

- Cancellations with more than 10 working days' notice: no fee.
- 5–10 working days: up to 30% charge; less than 5 days: up to 60%; same day: 100%.
- If we cancel, we will refund deposits but not consequential losses.

## **11. Force Majeure & Delays**

- We are not liable for delays caused by events beyond our control (e.g., weather, strikes, road closures).
- We will reschedule where possible and inform you promptly.

## **12. Complaints & Dispute Resolution**

- Complaints must be made in writing within 14 days of delivery.
- We may suggest alternative dispute resolution before court action.

## **13. Your Data & Privacy**

- We process your personal data under UK GDPR and our Privacy Policy.
- You consent to use of your data for service performance and claims handling.

## **14. Governing Law & Jurisdiction**

- This Agreement is governed by the laws of England & Wales.



- The parties submit to the non-exclusive jurisdiction of the English courts.

## **15. General**

- If any term is found unenforceable, the remainder stays valid.
- No waiver is effective unless in writing.
- We may subcontract Services but remain responsible.