

Our Terms and Conditions- NZ Moving Limited



1. Contract Agreement:

This contract is made between NZ Moving Limited ("the Movers") and the Customer ("the Customer"). All business undertaken by the Movers, including the provision of any advice, information, or other services, is subject to and governed by these terms and conditions.

2. Quotations and Modifications:

- a. Quotations provided by NZ Moving Limited for house/office moves, furniture relocation, and general freight movement are based on the information provided by the Customer. The Movers reserve the right to modify prices if the volume, dimensions, weight, or access conditions (e.g., stairs or balconies) differ from the information provided by the Customer. Additional charges may also apply for redirection, multi-route, multi-loading, additional labor, storage, and other unforeseen circumstances.
- b. The Movers reserve the right to reject acceptance of any item/s that are deemed unsafe to transport or insufficiently packaged, which may cause potential damage to the item being moved, other items, including the vehicle, or pose risks to the movers. Factors for rejection may include but are not limited to location access limitations, excessive weight, irregular shape, or space constraints in the truck.
- c. The quote does not include packing unless otherwise specified.
- d. The customer is not permitted to disclose the quote to any other parties.
- e. Please note that our estimate for a specific job is provided based on the information provided by the customer. It is essential for the customer to provide us with comprehensive and accurate details to minimize any potential delays that could result in the job taking longer than initially estimated. Kindly be informed that the estimated quote is subject to change and is not considered a fixed quote for inter-regional moves.

3. Access and Additional Charges:

- a. The Customer must notify NZ Moving Limited in advance if there is no suitable and/or convenient access to the place from which the goods are to be removed. Additional charges may apply due to access restrictions, and NZ Moving Limited will not be liable for any goods damaged due to lack of such access.
- b. The Customer must obtain, at their own expense, all necessary documents, permits, and licenses required for the completion of the removal process.

- c. Ferry charges for any intercity ferry travels are the Customer's responsibility and must be purchased in advance.
 - d. The responsibility for ensuring suitable and secure parking, access, driveway, or pathway for the truck and movers during loading and unloading lies solely with the customer. In the case of residential house moves, the customer must arrange parking within a 15-meter radius of both the pick-up and drop-off locations. Failure to provide such parking may result in additional charges, the specifics of which will be determined based on the circumstances.
 - e. If a fine is incurred due to the failure of the customer to provide appropriate parking space, the fine will be charged back to the customer for reimbursement.
 - f. There will be an extra charge of \$125.00 each for any extra heavy, oversized item such as double door fridge, vault/safe, spa pool, pool table, commercial items, etc. or anything alike etc. It's the customer's responsibility to inform NZ Moving Limited prior if the move includes any item of such or similar nature.
 - g. Please note any misconduct or unacceptable behavior towards any staff member(s) may result in the termination of the customer's booking at the company's discretion and the customers expense.
- 4. Prohibited Items: The Customer shall not give to the Movers for packing, removal, or storage:
 - a. Any article or substance that is, or is likely to be, dangerous, corrosive, inflammable, explosive, or damaging, or anything likely to encourage vermin, borers, or any other pests.
 - b. Jewelry, watches, trinkets, precious stones or metals, money, deeds, securities, stamps, coins, or goods of a similar kind.
 - c. Prohibited or stolen goods, drugs/medicines, aerosols, paints, firearms, and ammunition.
 - d. Animals and their cages or tanks, including pets, birds, or fish.
 - e. The Customer is responsible for emptying, defrosting, and cleaning refrigerators and deep freezers before the move. NZ Moving Limited is not responsible for the contents of these appliances.
- 5. Limitations of Liability:
 - a. NZ Moving Limited takes utmost care and attention when carrying out moves; however, there remains a risk of marking/scuffs to door frames, floors, vinyl, internal walls, and stairwells, especially when handling large furniture and appliances. All work carried out at loading, unloading sites, or in transit will be carried out at the "Owner's Risk."
 - b. The Movers are not liable for damage caused by vehicles to lawns, driveways, footpaths, underground pipes, cables, sewerage, or other underground installations. If instructed by the Customer or their representative to drive, park, or maneuver vehicles in areas where such damage is likely to occur, the Movers and their insurers will not be responsible for any subsequent damage.
 - c. Our movers consistently employ precautionary measures to safeguard transported goods, including using moving blankets for coverage, straps for

securing items, and additional wrapping when necessary. While our objective is to transport all items listed by the customer using a truck of the quoted size or larger, there may be instances where the safety of the goods or individuals involved is at risk. In such cases, our movers reserve the right to decline transporting dangerous goods or items that pose potential harm to other property, individuals, the customer's belongings, the truck, or the movers themselves. The decision to refuse transportation will be made based on our movers' professional judgment to ensure the safety and security of the transported goods.

- d. NZ Moving Limited is not liable for loss or damage caused by accident, theft, fire or explosion or other same circumstances.

6. Delayed Move and Rescheduling Policy:

- a. In the event of a delay on the mover's end on the scheduled move, NZ Moving Limited reserves the right to delay the start of the move by up to two hours without waiving any charges. The customer will be promptly notified of such delay and any adjustments to the agreed-upon schedule.
- b. Should there be an unforeseen circumstance that results in the move being delayed by longer than 2 hours, the company withholds the right to cancel or reschedule the move to another time.

7. Insurance:

- a. Items transported by NZ Moving Limited are covered by Carriers Liability Insurance in accordance with the Carriage of Goods Act 1979. This insurance is provided free of charge to our clients but has certain limitations:
 - i. Goods are covered by "Carriers Liability Insurance" while in transit if the vehicle is involved in an accident and the furniture is damaged. Newly boxed items with receipts are fully insured by our insurance company.
 - ii. All claims will be forwarded to our insurer's office with relevant supporting documentation.
 - iii. Claims must be lodged in writing within 24 hours of the occurrence of damage or loss. Claims submitted outside this time frame will not be accepted. Claims can only be lodged once full payment for the move has been received by NZ Moving Limited.
 - iv. We are not liable for damage if goods have pre-existing damage, inherent damage/vice, or if the damage has resulted from insufficient packaging. You will need to provide evidence that damage was done from our team.
 - v. While our team is committed to maintaining our trucks, including using sealants to keep the body water-tight, it is important to note that exceptionally heavy rainfall may, in rare cases, result in water seepage through the seals. Customers are advised to pack their goods with the understanding that intense rainfall events can potentially lead to water exposure during transport. We recommend taking precautionary measures to protect items susceptible to water damage under such circumstances.

- vi. While our movers prioritize safe, careful, and secure transportation of all goods, it's important to acknowledge that inherent risks exist during transport. We strongly recommend that customers consider obtaining contents insurance for their used items to provide coverage of any potential damage during the moving process. This proactive approach helps safeguard against unforeseen circumstances and ensures comprehensive protection for your belongings.
 - vii. Our operator may choose not to completely fill the truck if they believe that additional items could potentially damage other items and/or the truck. If the customer insists on adding items after being warned, they will need to assume liability for any resulting damages by providing a clear written confirmation via email or text.
 - viii. We are not liable for third-party damage, meaning in the event of an accident where the other party is found at fault, the carrier will not be responsible for goods damaged during transit. In such cases, the customer must file a claim directly with the insurance company of the other party.
 - ix. In accordance with the Carriage of Goods Act, your claim will only be processed once complete payment for the move has been received and acknowledged.
- Please note that these terms and conditions regarding liability are essential to ensure the safety and protection of your belongings during the moving process.
 - Please also note that for more comprehensive coverage, we recommend contacting your own insurance company. If you are uninsured, please contact us to discuss additional options.
8. Payment and Booking:
- a. Online transfers are not accepted unless agreed upon between the customer and the mover.
 - b. Residential and non-credit account moves require cash or credit card payment.
 - c. Commercial office moves allow a maximum 7-day account.
 - d. Credit Card payments (Visa and MasterCard) will be charged a 3% fee to cover Mobile EFTPOS terminal fees and transaction fees.
 - e. For residential and non-credit fixed quotes, 50% of the quote must be paid at the pick-up location as directed by the driver and full payment must be made before items have been unloaded.
 - f. For local moves, the time starts when the truck arrives at the first pick-up location. Delays on the customer's end will still be charged at the moving rate. The customer is responsible for providing sufficient access for the movers to move the items.
 - g. The "separate floor charge," as outlined in the provided quote, is applicable on a per-floor basis at each location. In addition, an independent charge may be applied for stairs leading up to the house. The stairs will incur charges based on the following tiered structure, as assessed by the movers:
 - 1 to 4 steps: \$15.00 + GST

- 5 to 9 steps: \$30.00 + GST
- 10 steps and above are considered as a separate floor charge.

Customers should take note of these charges to ensure accurate and transparent billing in relation to the specific circumstances at each location.

- h. For all residential and non-credit accounts, full payment must be received by NZ Moving Limited before unloading the items.
- i. For fixed quotes: If the customer fails to make full payment before unloading the goods, a late penalty of \$75.00 + GST will be charged daily until the full payment including late penalties is paid.
- j. If the movers have to wait at any point from the start of loading to the end of unloading, customers will be charged \$120.00 + GST per hour for the time waited (in quarter-hour periods).
- k. Movers may hold valuable items until full payment is made.
- l. For local moves (hourly moves), movers will hold the last few valuable items until full payment is made. If the payment takes longer than 15 minutes, the customer will be charged for the additional wait time at the moving rate.
- m. A non-refundable booking deposit of \$200.00 is required for inter-regional moves.
- n. Payment of the deposit (for inter-regional moves) confirms the job and indicates the customer has thoroughly read and agrees to the Terms and Conditions.
- o. All defaulting accounts will be forwarded to third-party debt collectors at the defaulter's expense.
- p. Cancellation fees of \$100.00 + GST apply unless 48 hours notice is given via email.
- q. If the customer requests to change the date for the move, the customer is required to notify NZ Moving Limited within 48 hours prior to moving date otherwise, the move will be considered canceled and will be required to pay the cancellation fees which is non-refundable and non-transferable.
- r. The customer must provide written confirmation of the booking, either by email or text to NZ Moving Limited. The booking is considered confirmed once the customer receives written acknowledgement from NZ Moving Limited.