07766 050 102
www.manorremovalsltd.com
info@manorremovalsltd.com

MANOR REMOVALS LIMITED

MANOR REMOVALS LTD
PREMIUM TERMS & CONDITIONS
Professional • Reliable • Stress-Free

These Terms & Conditions form part of the agreement between Manor Removals Ltd ("the Company", "we", "our", or "us") and the customer ("you" or "your"). By accepting a quotation, paying a deposit or instructing Manor Removals Ltd to carry out services, you agree to be bound by these Terms & Conditions.

1. SERVICES PROVIDED

Manor Removals Ltd provides removal, relocation, packing, unpacking, furniture dismantling and reassembly, storage coordination and associated moving services as detailed within the customer's quotation, booking confirmation or written agreement.

Any additional services requested after quotation may be subject to additional charges and availability.

2. QUOTATIONS

All quotations are based upon information supplied by the customer and any survey conducted by Manor Removals Ltd. Should the volume of goods, access conditions, packing requirements, collection or delivery locations, waiting times or scope of works differ from those originally disclosed, Manor Removals Ltd reserves the right to amend the quotation and apply additional charges where appropriate.

3. BOOKINGS & DEPOSITS

A deposit equal to 25% of the agreed quotation value is required to secure a booking unless otherwise agreed in writing.
No booking shall be deemed confirmed until the required deposit has been received.
The deposit assists with vehicle allocation, staffing, materials procurement and scheduling commitments.

4. CANCELLATION POLICY

Cancellation requests must be submitted in writing.
The following charges shall apply:
* More than 14 days before the agreed service date – Full deposit refund
* Between 7 and 14 days before the agreed service date – 50% of the deposit is retained
* Less than 7 days before the agreed service date – Deposit retained in full
* Less than 48 hours before the agreed service date – Manor Removals Ltd reserves the right to charge up to 100% of quoted labour costs, vehicle costs and committed operational expenses

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5. CUSTOMER RESPONSIBILITIES

The customer is responsible for:
* Providing accurate information regarding the volume and nature of goods.
* Ensuring reasonable and safe access to collection and delivery properties.
* Informing Manor Removals Ltd of any fragile, unusual, valuable or specialist items.
* Ensuring parking arrangements, permits and permissions are obtained where required.
* Ensuring all goods are ready for collection at the agreed commencement time.
* Notifying Manor Removals Ltd before the move of any access restrictions, including:
* Limited parking
* Permit requirements
* Long carry distances
* Narrow staircases
* Multiple flights of stairs
* Lift access restrictions
* Any factor affecting the safe and efficient completion of the move
The Company reserves the right to refuse transportation of dangerous, hazardous, illegal or prohibited items.

6. HIGH VALUE ITEMS

Any individual item valued at £1,000 or more must be declared to Manor Removals Ltd before the commencement of the removal service. Failure to disclose high-value items may affect liability and any subsequent claim. Customers are strongly advised to arrange additional insurance cover for particularly valuable, sentimental, rare or irreplaceable items.

7. PACKING & OWNER-PACKED ITEMS

Where the customer packs items themselves or uses third-party packing services, Manor Removals Ltd accepts no responsibility for loss or damage to the contents of boxes, cartons, containers or packaging unless there is clear evidence of external damage caused directly by the Company's negligence.

8. EXISTING DAMAGE & STRUCTURAL INTEGRITY

Manor Removals Ltd shall not be responsible for damage to items that are:
* Structurally unsound
* Previously damaged
* Improperly assembled
* Weakened through age and wear
* Affected by woodworm, corrosion or manufacturing defects
* Otherwise incapable of withstanding normal handling during a removal service

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9. FLAT-PACK FURNITURE

While every reasonable care will be taken during dismantling and reassembly services, Manor Removals Ltd cannot guarantee the structural integrity of flat-pack furniture following dismantling, transportation and reassembly.
The Company shall not be liable for weaknesses, movement, instability or failure of components resulting from previous assembly, age, wear and tear or manufacturer design limitations.

10. APPLIANCES & ELECTRICAL ITEMS

Where agreed, Manor Removals Ltd may disconnect and reconnect certain appliances as a customer convenience only. The Company accepts no liability for mechanical, electrical, plumbing, gas, drainage, refrigeration, internet, television, satellite or water-related faults occurring following transportation, disconnection or reconnection.
Customers are advised to arrange professional installation services where appropriate.

11. LIABILITY

While every reasonable care will be taken when handling goods, Manor Removals Ltd shall not be liable for:
* Damage arising from inadequate packing by the customer or third parties.
* Mechanical, electrical or internal failure of appliances or equipment.
* Loss or damage resulting from wear and tear, inherent defects or deterioration over time.
* Delays caused by traffic, adverse weather, property chains, key release delays or circumstances beyond our reasonable control.
Liability for proven negligence shall be limited to a maximum of £10,000.

12. INSURANCE & PROTECTION

Goods transported by Manor Removals Ltd are covered under the Company's Goods in Transit Insurance Policy, subject to the terms, conditions and limitations of that policy. Maximum Goods in Transit Liability: £10,000. This cover does not constitute an all-risks insurance policy. Customers transporting goods with a total value exceeding £10,000 should arrange additional insurance cover independently.

Claims for loss or damage must be reported in writing within 7 days of service completion. The Company reserves the right to request photographs, inventories, proof of ownership, proof of value and any supporting documentation relevant to a claim.

Manor Removals Ltd maintains appropriate insurance policies in support of its operations, including Goods in Transit Insurance, Public Liability Insurance and Employers' Liability Insurance where required by law. Insurance cover remains subject to the terms, conditions, exclusions and limits of the respective policies. Evidence of insurance can be provided upon reasonable request.

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13. DELAYS, WAITING TIME & ACCESS ISSUES

Where delays occur due to:
* Property chains
* Delayed key releases
* Customer unavailability
* Restricted access
* Lift failures
* Parking restrictions
* Circumstances beyond the Company's control

Waiting charges may apply. Waiting Time Charge: £50 per vehicle per hour (or part thereof)

14. PAYMENT TERMS

PAYMENT IS DUE IN FULL BEFORE UNLOADING COMMENCES AT THE DELIVERY ADDRESS
Payments may be made by:
* Bank Transfer/ Apple Pay / Other approved payment methods

The Company reserves the right to withhold unloading services until payment has been received in cleared funds.

15. LATE PAYMENT

Late payments may incur reasonable administration fees, debt recovery costs, interest and other charges permitted by law. The customer shall remain responsible for all costs incurred in recovering unpaid sums.

16. WEATHER CONDITIONS

Removal services may continue during adverse weather conditions where it is reasonably safe to do so.
Manor Removals Ltd shall not be liable for delays, interruptions or additional costs arising from weather conditions beyond its reasonable control.

17. FORCE MAJEURE

The Company shall not be liable for any failure, delay or inability to perform its obligations arising from events beyond its reasonable control, including severe weather, flooding, road closures, traffic incidents, strikes, civil disturbances, utility failures, governmental restrictions, acts of terrorism, pandemics or other unforeseen events.

18. HEALTH & SAFETY

Manor Removals Ltd reserves the right to refuse any task which presents an unacceptable risk of injury to staff, damage to property, damage to goods or breach of health and safety obligations. The Company may suspend or modify services where safety concerns arise.

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19. PHOTOGRAPHIC EVIDENCE

The Company reserves the right to take photographs before, during and after the removal process for operational, training, insurance, evidential and claim investigation purposes.
Such photographs shall be retained and processed in accordance with applicable data protection legislation.

20. PROFESSIONAL STANDARDS

Manor Removals Ltd is an independent removals company committed to maintaining high professional standards. Although we are not currently members of the British Association of Removers (BAR), we recognise and respect the standards promoted within the removals industry and continually strive to deliver service levels consistent with those expected of leading professional removal companies.

21. COMPLAINTS

Any complaint relating to services provided must be submitted in writing within 28 days of completion of the service. Manor Removals Ltd will endeavour to resolve complaints fairly and promptly.

22. GOVERNING LAW

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales. Nothing within these Terms & Conditions shall affect the customer's statutory rights under applicable consumer legislation.

CUSTOMER ACCEPTANCE

By paying a deposit, confirming a booking or instructing Manor Removals Ltd to commence services, the customer acknowledges acceptance of these Terms & Conditions.

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At Manor Removals Ltd, we are committed to providing a professional, reliable and stress-free moving experience. These Terms & Conditions are designed to ensure transparency, protect both parties and help every move run as smoothly as possible. If you have any questions regarding these terms or any aspect of our services, please contact us—we'll be happy to assist.