



Terms of Payment and Additional Charges

Payment terms

Stevens Transport Services LTD offer flexible payment options to customers, allowing them to choose their preferred method of the following options:

- 1) Cash
 - a) At collection
 - b) At delivery
- 2) Card
 - a) In advance
 - b) At collection
 - c) At delivery
 - d) Up to 30 days after completion (by telephone)
- 3) invoice
 - a) invoices are produced within 72 hours of the required service being provided (in rare circumstances Stevens Transport Services LTD may agree with customers different invoice periods)

All payments are due to be paid within 30 days of the required service being provided and completed. for services with a total value of more than £1,000 a deposit must be paid. The deposit amount can be specified by the customer, providing it is at least £100. If a customer owes £8,000 or more to Stevens Transport Services LTD no more services will be provided until balance is paid.

Discrepancies

If a customer believes there has been an error calculating the amount owed to Stevens Transport Services LTD this must be raised within 48 hours of the payment details being provided. Any errors brought to our attention after this time will not be rectified. Any error investigated and found to be correct, a £10 charge will be added to the original price to cover the administration charges involved in the investigation. Should there be an error, a new payment request will be sent as per the customers chosen method with the amended correct amount and the original request will be cancelled.

Extra charges

Stevens Transport Services LTD reserves the right to add additional charges for certain circumstances, For example if the job is not as described at the time of booking. If payment has been taken in advance for the services to be provided, extra charges will be sent by invoice to the customer. Stevens Transport services LTD reserves the right to add the additional charges without 1st contacting the bill paying customer. Some (but not all) extra charges are detailed below:

Stevens Transport Services LTD has minimum charge rates set out. The minimum charge rates are to be applied when the total cost of a transport is less than the minimum to ensure all services cover the costs involved in providing the services to the customer.



Additional stops along a route will incur an additional charge of £25 per stop to recover the costs of loading time, the total distance required will be calculated and an additional charge added for each required stop excluding the 1st and last stops which are included in the price.

£30 per hour of waiting time over the expected timeframe, or over the allotted time for the services provided (see specific terms and conditions for service you require). This is added in 20 minute blocks rounded upwards, meaning 10 minutes over the expected time will be charged at 20 minutes.

£40 per hour of time spent moving items to gain access to the items due to be transported, or to access the delivery location for items already having been transported (including waste), or time spent making items from transport accessible (this can include removing door frames, or other obstacles required in order to access items or to enable delivery of items)

£5 per extra flight of stairs climbed with items, this can be on top of the £40 per hour for moving items to gain access, or waiting/loading time.

Adding additional items for transport at the time of arrival may increase the price by the standard applicable rate at the time of collection and this can be added without 1st consulting the bill paying customer.

Stevens Transport Services LTD reserves the right to add additional charges for the use of toll roads where applicable, when booking a service the total distance will be calculated for routes both with and without tolls and the route with the lowest total cost including toll charges where applicable will be charged. Stevens Transport Services LTD reserves the right to change the route planned on the day where necessary based on traffic conditions and other factors, without changing the price quoted for the transport. Toll charges are charged at the cost of the toll plus VAT.

If the customer required item being collected/delivered to be deconstructed/constructed this will incur the same charges as that of moving item to gain access to items for transport. Stevens Transport Services LTD does not accept any responsibility or liability for damage or injury however caused as a result of construction or deconstruction of items. Stevens Transport services LTD does not claim to have correct insurance or trained/qualified staff for this activity and is entirely at the risk of the customer requesting the services to be provided.

Cancellation charges

Services cancelled within 2 hours of the requested time, are charged at 100% of the quoted price or £50 which ever is the higher amount.

Services cancelled between 2 and 6 hours of the requested time are charged at 50% of the quoted price or £25 which ever is the higher amount.

Services cancelled between 6 and 12 hours of the requested time are charged at 25% of the quoted amount or £10 which ever is the higher amount.

Services cancelled with 12 hours of more notice, will not be charged.



Services cancelled after the collection will be charged at the originally quoted price and will incur the additional charges of the return journey at the standard rate at the time of cancellation.

Services cancelled at the time of arrival at the collection location, will be charged at the 100% of the quoted price or £50, which ever is the higher amount.

Late payment charges

Nonpayment of the bill sent will result in additional charges being applied. Additional charges are added after the 37th day after the invoice has been produced (7 days overdue). additional charges are 8% per 7 days after the due date of the payment, and a late payment fee of one of the following amounts:

- £40 for invoices up to £999.99
- £70 for invoices £1,000 - £9,999.99
- £100 for invoices £10,000 or higher

A new invoice will be sent to the customer after 7 days of the amount being overdue, and every 7 days going forward until the total amount is paid. Invoices will be updated each 7 days with the customer receiving an email to update them, Stevens Transport Services required an email address to send this to and it is the customers responsibility to ensure the email address is monitored for these updates.

Other Terms

You must be 18 years or older to sign this document (and any other legal document provided by Stevens Transport Services LTD). By signing this document, you agree to being sent any changes to the terms and conditions via email, and by continuing to use Stevens Transport Services LTD thereafter you are agreeing to the updated terms and conditions.