

Terms & Conditions - Man & Van Hire

1. Introduction

These Terms & Conditions (“Terms”) govern the provision of man & van hire services (“Services”) by **12CP Limited** (“the Company”, “we”, “us”, or “our”) to you (“the Customer”, “you”, or “your”). By booking, using, or accepting our Services, you agree to be bound by these Terms. Please read them carefully before making a booking.

2. Bookings & Payment

- All bookings must be made via our website, telephone, or email. A booking is only confirmed once you receive written or electronic confirmation from us.
- Prices quoted are based on the information provided at the time of booking. Any changes to the details may result in a revised quotation.
- A deposit for the first hour is payable with the booking (which is the minimum charge).
- Final payment of any balance must be made in full upon completion of the service, unless otherwise agreed in writing.
- We accept payment by cash, debit/credit card, or bank transfer.

3. Cancellations & Amendments

- Cancellations made more than 24 hours before the scheduled service will not incur a charge and your deposit returned.
- Cancellations made less than 24 hours before the scheduled service will be subject to a cancellation fee of 100% of the deposit.
- If you wish to amend your booking, please contact us as soon as possible. We will endeavour to accommodate your request, subject to availability.

4. Customer Responsibilities

- It is your responsibility to ensure that all items to be moved are adequately packed, labelled, and ready for transportation.
- You must provide accurate information regarding the nature, size, and weight of items, access restrictions, parking arrangements, and any other relevant details at the time of booking.

- Parking permits or arrangements must be organised by the Customer. Any parking fines incurred due to lack of suitable arrangements will be added to your invoice.
- It is your responsibility to be present or have a representative present at both the collection and delivery addresses.

5. Company Responsibilities

- We will provide the Services with reasonable skill and care, using suitable vehicles and trained personnel.
- We will take reasonable steps to protect your property during the move; however, we are not liable for pre-existing damage or defects.
- We reserve the right to refuse to transport any item that, in our opinion, is unsafe, illegal, or likely to cause damage to our staff or vehicles.

6. Liability & Insurance

- Our liability for loss or damage to goods is limited to £100 per item, unless otherwise agreed in writing before the commencement of the service.
- We do not accept liability for loss or damage caused by fire, flood, or other events beyond our control.
- We are not responsible for loss or damage to items packed by the Customer unless negligence can be proven on our part.
- You are advised to arrange additional insurance if the standard cover does not meet your requirements.

7. Exclusions

- We do not transport hazardous materials, illegal items, live animals, or perishable goods.
- We are not responsible for delays caused by traffic, weather, or other circumstances beyond our control.

8. Complaints

If you are dissatisfied with any aspect of our service, please notify us in writing within 48 hours of the service being completed. We will investigate and aim to resolve your complaint as swiftly as possible.

9. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes arising from these Terms or the provision of our Services will be subject to the exclusive jurisdiction of the courts of England and Wales.

10. Amendments

We reserve the right to update or amend these Terms at any time. The latest version will be available on our website and will apply to all future bookings.

By booking or using our Man & Van hire services, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.