



DIEV REMOVALS

TERMS & CONDITIONS

Professional removals, clearance and related services

Important: These Terms & Conditions form part of the agreement between Diev Removals and the client. Please read them before confirming a booking. They clarify responsibilities, pricing and the practical risks associated with removals work.

1. Acceptance of Quote

Acceptance of a quotation, payment of a deposit, confirmation by message/email, or instructing Diev Removals to commence work constitutes acceptance of these Terms & Conditions. The quotation is based on the information supplied by the client. Changes to the inventory, addresses, access, dates, staffing requirements or agreed scope may result in additional charges.

2. Deposits, Booking & Payment

A deposit may be required to secure a booking. A booking is not confirmed until the required deposit has cleared and Diev Removals has confirmed the booking. Unless otherwise agreed in writing, the outstanding balance is due immediately on completion of the agreed works. Where a job runs longer or requires additional services, the additional amount is payable with the final balance.

3. Cancellation & Rescheduling

If the client cancels or reschedules, Diev Removals may retain or deduct from the deposit an amount that reasonably reflects losses already incurred, including reserved labour, vehicle allocation, administration and other non-recoverable costs. Any remaining deposit balance will be dealt with fairly according to the notice given and the circumstances. Nothing in this clause affects any statutory cancellation rights that apply.

4. Access, Parking & Delays

The client must provide safe and reasonable access at collection and delivery addresses and arrange any necessary parking permits, suspensions or permissions. Extra charges may apply for waiting time, restricted access, unavailable keys, parking difficulties, long carrying distances, unexpected stairs, lift restrictions or other delays outside Diev Removals' reasonable control.

5. Stairs, Difficult Access & Oversized Items

Quotes are based on the access information provided before the job. If an item cannot be moved safely through the available route, Diev Removals may require dismantling, additional labour/equipment, an alternative route, or may decline to move the item. Additional work not included in the original quotation may be charged separately.

6. Walls, Floors, Doors & Tight Manoeuvres

Diev Removals will take reasonable care when moving goods. However, large or heavy items moved through narrow stairways, doorways, corridors or other restricted spaces can create an increased risk of minor scuffs, scrapes or marks to walls, floors, doors, frames and the item itself. Where the client asks the crew to continue after being advised that clearance is extremely tight or that damage is reasonably foreseeable, the work will proceed only where the crew considers it safe, and the client accepts the increased risk of minor cosmetic

damage. This does not exclude liability where it cannot lawfully be excluded.

7. Packing Responsibilities

Where packing services have not been purchased, the client is responsible for ensuring goods are adequately packed, sealed and protected for transport. Diev Removals is not responsible for damage caused by inadequate packing carried out by the client or a third party, except where liability cannot lawfully be excluded.

8. Boxes, Drawers & Contents

Drawers, cupboards, wardrobes and similar furniture should be emptied unless agreed otherwise. Boxes should be securely closed and of suitable strength. The client should identify unusually fragile, heavy or high-value items before work starts.

9. Fragile, High-Value & Sentimental Items

Cash, jewellery, passports, deeds, important documents, collections and other unusually valuable or irreplaceable items should be transported personally by the client unless Diev Removals expressly agrees otherwise in writing. Fragile items must be clearly identified.

10. Dismantling & Reassembly

Dismantling and reassembly will be carried out with reasonable care when included in the agreed service. Diev Removals cannot guarantee successful reassembly of furniture that is already damaged, weakened, previously repaired, poorly manufactured, missing fixings, flat-pack furniture that has been repeatedly assembled, or furniture not designed to be dismantled and rebuilt.

11. Appliances & Disconnections

Unless specifically agreed, the client is responsible for disconnecting and preparing appliances before collection and arranging reconnection at the destination. Washing machines, dishwashers, fridges/freezers and similar appliances must be emptied and prepared appropriately. Diev Removals does not undertake gas, plumbing or electrical work unless separately arranged with a suitably competent person.

12. Customer Assistance

If a quotation assumes that the client or another person will assist with loading or unloading, that assistance must be available and capable of safely performing the agreed tasks. If additional Diev Removals staff are required because promised assistance is unavailable, additional charges may apply.

13. Prohibited & Dangerous Goods

Hazardous materials, flammable substances, explosives, firearms, illegal substances and other dangerous or unlawful goods will not be transported. The client must disclose any item that may present a health, safety or legal risk.

14. Waste & Unwanted Items

Removal or disposal of unwanted goods is a separate service unless expressly included in the quotation. Additional disposal charges may apply. Diev Removals may refuse to take hazardous, prohibited or incorrectly described waste.

15. Ownership & Authority

The client confirms that they own the goods being moved or have full authority from the owner to instruct Diev Removals to move, store or dispose of them.

16. Inventory & Undeclared Items

Where a quotation is based on an inventory, photographs, video or description supplied by the client, the price assumes that information is reasonably accurate. Significant additional items, unusually heavy items or materially different volumes may require a revised price, extra vehicle capacity or additional labour.

17. Waiting Time & Additional Work

Waiting time caused by the client, third parties, property access, keys, completion delays or other circumstances outside Diev Removals' reasonable control may be chargeable. Work requested outside the agreed scope - including extra collections/drops, dismantling, packing, disposal or additional carrying - may also be charged.

18. Weather & Protection

Reasonable precautions will be taken in poor weather, but the client acknowledges that loading and unloading during rain, snow, ice or other adverse conditions can increase risk. Diev Removals may delay or suspend work

where conditions are unsafe.

19. Damage, Inspection & Claims

The client should inspect goods and property as soon as reasonably practicable after completion. Visible damage should be brought to the crew's attention before departure where possible. Any claim for loss or damage should be submitted in writing within 7 days of completion with reasonable supporting information and photographs. Reporting within this period helps Diev Removals investigate promptly; this clause does not remove rights that cannot lawfully be restricted.

20. Pre-Existing Damage

Diev Removals is not responsible for pre-existing defects, instability, deterioration or damage. The crew may photograph or note existing damage before handling an item or entering a property.

21. Liability & Reasonable Care

Diev Removals will perform services with reasonable care and skill. Liability will be assessed according to the circumstances, the agreed service and applicable law. Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

22. Third-Party Premises & Instructions

Where collection or delivery involves a landlord, estate agent, storage facility, retailer, concierge, contractor or other third party, the client is responsible for ensuring appropriate access and authority. Diev Removals is not responsible for delays caused by third parties outside its reasonable control.

23. Force Majeure

Diev Removals shall not be liable for delay or failure caused by circumstances outside its reasonable control, including severe weather, road closures, accidents, vehicle breakdowns despite reasonable maintenance, public disorder, government restrictions or other exceptional events. Where possible, reasonable efforts will be made to rearrange or complete the service.

24. Right to Refuse or Stop Work

Diev Removals may refuse or stop work where conditions are unsafe, unlawful, abusive, threatening, materially different from those described, or likely to cause unacceptable risk to people, property, vehicles or goods. Charges may still apply for work already completed and reasonable costs incurred.

25. Complaints

Any complaint should be raised as soon as possible so that Diev Removals has a reasonable opportunity to investigate and, where appropriate, propose a solution.

26. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Nothing in these Terms affects the client's statutory rights.

BOOKING CONFIRMATION & ACCEPTANCE

By paying the required booking deposit, the customer confirms that they have read, understood and agree to these Diev Removals Terms & Conditions.

Payment of the deposit secures the booking once confirmed by Diev Removals and constitutes acceptance of the agreed quotation, scope of work and these Terms & Conditions.