

Melkuin Movers



TERMS & CONDITION

No Damage Guarantee

Rest assure our removal team take the utmost care with your possessions, unfortunately though accidents do happen. This is why MelkuinMovers offers all our customers peace of mind with a NO DAMAGE GUARANTEE. Whereby if your furniture is damaged whilst being in transit or moved by one of our MelkuinMovers staff members, it will be repaired or compensated. Action on this will be agreed to by both parties at the time of the move in accordance to the following terms and conditions.

Repaired Items: All repaired items will be done by an appropriately qualified service chosen by MelkuinMovers. Repaired items will be close to the condition of the item prior to damage. No further compensation is given for the decrease in value to the item after the repair.

Compensation: Monies given to replace the item if it is broken beyond repair. The monies given will match the approximate dollar value of the item at the time of the breakage.

To be eligible: To claim our NO DAMAGE GUARANTEE the items covered by the guarantee MUST be packed & loaded by a MelkuinMovers employee. All Boxes or pre-packaged items packed &/or loaded by the customer are voided from this guarantee. During your move you MUST be present at the address for the whole duration of the move to be covered by the guarantee. If you must leave and have not appointed a person to be your representative in your absence, the no damage guarantee is voided and billing will charged as declared by our employees on the day. It is always our preference for yourself or a representative of your choice to be present for your move to avoid any billing discrepancies.

Important Notification: To claim our no Damage Guarantee a MelkuinMovers staff member must be notified of your claim intentions whilst staff are still present at the residence on the date on your move or the guarantee is voided. We are only liable for loss or damages caused by our negligence. If you choose to participate we do not cover damages caused by you. Claims made may be investigated by MelkuinMovers before compensation is awarded to determine the fault. Once the box on our paperwork stating "I am satisfied and happy with Melkuin Movers service and all of my furniture has been transported safely." Has been signed by yourself or your chosen representative no further compensation will be awarded for any reason.

Some items may be exempt from this guarantee: In situations where the item cannot be moved without causing damage to the surrounding environment or to the item, the item is voided from the guarantee. Items that are at an unavoidable or unforeseen risk due to the nature of the item are voided. Electrical goods are not covered by the guarantee unless damage has been inflicted to the exterior of the item by us as internal faults cannot be seen or assessed by us prior to moving and the item may already be faulty regardless of handling. Faulty, fragile or difficult to move items will be assessed and listed prior to being removed which are exempt from the Guarantee.

Piano removal: Due to the nature of the item it is suggested after removal that all pianos are to be tuned, if this is required it is at no cost to MelkuinMovers. Internal damage to this item is not covered unless external damage has been inflicted by us.

Insurance Information: Insurance is provided to us through Zurich Australian Insurance Limited- Brisbane and W R Berkley Insurance Ltd we will comply with the terms and conditions as set out by them. Public liability limit of indemnity is - \$10,000,000.

Parties referred to as "we" or "us" in this document refer to Melkuin Movers.
 "You" and "your" refer to the customer receiving the services provided by MelkuinMovers.
 Seumanutafa Family Trust T/A Melkuin Movers Pty Ltd ABN (55945945909) ACN: (609 119 771)
 Mailing address & principal place of business: 03 Duranta court Crestmead 4132
 Phone: (07)34020402 Email: admin@melkuinmovers.com Web: www.melkuinmovers.com

Melkuin Movers



Your Choice to Participate

As an effort for our customers to save money, we allow you to participate in the removal process. In the event that you want to participate in your own move, MelkuinMovers holds **no responsibility** for any harm or damage to you, or your furniture that may result from you directly participating in the removal of your possessions.

Rejected Jobs

MelkuinMovers will always do their best to cater for your removal needs, unfortunately some circumstances are unacceptable. MelkuinMovers reserves the right to reject any job that is a possible health or hazard risk to its employees.

Arrival time's

Whilst we do our best to be on time it is the nature of our work that we sometimes have unforeseen delays, such as traffic, delayed settlement times from previous moves or unforeseen access difficulties. We will do our best to keep you informed if there are any delays and we only ask for your understanding and patience.

Pre-Quoted Removals

All quotes given are based on the information you provide. MelkuinMovers takes **no responsibility** for misleading or false information provided. The quotes given are a guestimate and may not take into account outside factors that may delay your move and increase the cost i.e.: Traffic, settlement times and accessibility to the property which will be charged at a cost to you the customer. We do our best to provide our customers with a reasonably accurate quotes but there are some circumstances that are out of our control.

Cancellation of our services

Cancellation of our services needs to be done via direct contact by phone to one of our employees. Cancellation is to be made 24/hrs in advance. Under special circumstances cancellation can be made on the day provided our employees have not left the depots to provide our services to you and with management approval. If these conditions are not met you will be charged one hours labour to cover the costs of employees and call out expenses.

Payment of Our Services

Payment of the amount owing for our local services will take place upon the finalisation of our services and paper work. Payment for our interstate services will be done in two transactions, half before the load is due to leave and the remainder upon the finalisation of our services. In the event that payment cannot be made MelkuinMovers reserves the right to hold or seize your belongings until this amount can be recovered. All additional expenses and interest acquired in the recovery process are at a cost to you.

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