



## **TMAAT TERMS & CONDITIONS**

### **Removal**

1. Arrival time can not be guaranteed. We will endeavor to arrive within an hour of the booked start time.
2. Our prices are charged on an hourly rate and are inclusive of GST.
3. Our rates start from the time loading commences until the completion of offloading at the final destination address.
4. A flag fall is charged on all moves to cover our travel expenses traveling to and from the relocation empty. This charge is determined by the distance from our depot.
5. All relocations incur a two hour minimum, except for those relocations undertaken on a utility or van which incur a one hour minimum.
6. Truck relocations are charged in 30 minute increments, after the first two hours.
7. Utility and Van relocations are charged in 15 minute increments, after the first hour.
8. Any tolls incurred during the relocation will be charged to the client.
9. Any waste disposal fees incurred during the relocation will be charged to the client.
10. Pianos are a specialist items and incur a \$165.00 surcharge and removal must be prearranged.
11. A fuel levy may be charged if the distance traveled on the move exceeds 50kms.
12. All moving estimates given over the phone cannot be considered a fixed cost. The minimum fee is not a fixed costing of the move.
13. Insurance is NOT included in the cost of the move, and must be undertaken as a separate cost.

### **Specialist Items:**

Please notify our office if you have any of the following items:

1. Double Door Refrigerator
2. Plasma or LCD televisions
3. Piano, Pianolas or Organs
4. Safes
5. Spas
6. Items made from marble
7. Sofa Beds
8. Glass Table tops or cabinets
9. Pool or Snooker Tables



We reserve the right not to move any of the above listed items if the office was not informed at the time of the booking.

### **Cancellation Policy**

1. Any move cancelled with less than 24 hours notice will incur a one hour penalty.
2. Any move cancelled once our removalists are onsite will incur the minimum charge.
3. This fee will be charged to the credit card provided as security.

### **Payment**

1. Payment is due in full on completion of the move.
2. We accept cash or credit card as forms of payment. Cheques are not accepted.
3. American Express cards incur a 3% surcharge.
4. Please note that your credit card will be debited on completion of the move if no other payment form is made.
5. Approved Companies will be given a seven day trade account.

### **Vehicle Sizes**

We endeavor to always quote the correct vehicle for your move. However, our decisions are based on the information we are provided by you over the phone.

We have various size vehicles which may be appropriate.

Please provide our office with a complete inventory list to confirm truck size required.

Utility                    - tray size is 2.4m x 1.8m

3 Tonne trucks        - require a height clearance of 3.2 metres  
- pantech is approx 4m long x 2m wide x 2m high  
- holds approx 20 cubic metres

6 tonne trucks        - require a height clearance of 3.6 metres. Container Truck  
requires 4.0 metres  
- pantech is approx 5.5m long x 2.3m wide x 2.4m high  
- holds approx 35 cubic metres



- 9 tonne truck
- require a height clearance of 4.0 metres
  - pantech is approx 8.5m long x 2.3m wide x 2.8m high
  - holds approx 60 cubic metres

Please advise the office if the vehicle booked exceed the loading docks height clearance.

### **Insurance**

1. Insurance is NOT included in the removal rates quoted.
2. As authorized representatives of Aldridge and Street Pty Ltd who are licensed insurance brokers we are able to arrange insurance for your goods while they are in transit or storage.
3. You are under no obligation to take out insurance with us, even though you have booked your move through us.
4. Despite all the care and expertise we take, accidents can still happen and some things are outside our control. We will endeavor to ensure there is no loss or damage, but we do recommend you take out insurance.
5. Please read the attached Product and Disclosure Statement which will explain the insurance in more detail and help you to decide if it is suitable.
6. The premium is calculated based on the total value of the items we are moving or storing on your behalf.
7. To proceed with the insurance, please fill out the declaration form attached and return to the office no later than 24 hours prior to your move.
8. All claims incur a \$200.00 excess.
9. All claims must be reported in writing within 72 hours of job completion. Please contact the office for a claim form.
10. Plasma and LCD televisions cannot be insured unless moved in its original packaging or similar.



### **Packing Materials**

1. All packaging materials are at an additional cost to the client. Please refer to our website [www.twomen.com.au](http://www.twomen.com.au) for a current price list.
2. All packing materials ordered must be paid for by credit card on the date of delivery
3. A courier fee of \$20.00 applies to each delivery made. This fee includes one collection of materials. Each additional collection will incur an additional courier fee.
4. Our refund policy only applies to boxes purchased at the "new" price. There is no refund on a boxes purchased at the second hand price.
5. Boxes must be in a useable condition to warrant a refund.
6. All boxes must be emptied and flattened.
7. Only materials supplied by our company will be collected.
8. We do not collect used butchers paper or rubbish. It is the clients' duty to dispose of this.

### **Pre-Packing & Unpacking**

1. Our packing and unpacking service is charged on an hourly rate including GST
2. A minimum of two staff permitted on any job
3. A minimum of four hours labour applies.

### **Container Storage (Sydney Only)**

1. All our containers are stored at Western Container Rail, 25 Muir Road, Chullora, NSW, 2190
2. The client will be unable to access the container without authority from "Two Men and a Truck".
3. A \$40.00 handling fee will be charged for the uploading and offloading of each container.
4. A daily storage fee of \$9.90 applies for each container stored. These fees commence from the 1<sup>st</sup> day the container is stored until the day it is retrieved.
5. Your credit card will be debited on a monthly basis for these fees and a receipt forwarded.