

Goods in Transit Insurance

Pets

For the safety of our staff, customers, and pets, any pets must be kept securely away from all working areas during: Site surveys, Packing services

Loading and unloading, moving day itself

All Day Removals And Storage Ltd provides Goods in Transit Insurance whilst your belongings are being transported in our vehicle. Insurance cover is subject to these Terms & Conditions and the insurer's policy requirements.

Customer Packing Requirements

To be eligible for insurance cover, all fragile and breakable items must be adequately packed before the move. We strongly recommend that: Glassware, ornaments, mirrors, pictures, televisions, and other fragile items are wrapped using suitable bubble wrap and packing materials.

Furniture is properly prepared for transportation.

Boxes are securely packed and not overloaded.

Items that are not properly packed may not be covered for loss or damage.

Flooring and Carpet Protection

Whilst we take every reasonable precaution, customers are advised to protect carpets, wooden flooring, tiles and other delicate surfaces before the move takes place.

Any concerns regarding expensive flooring, carpets or delicate surfaces should be brought to our attention before the move date. Furniture Protection Our vehicles are equipped with moving blankets and protective coverings which are used to help protect furniture during transportation and prevent items from rubbing against one another.

Whilst every care is taken, minor marks or damage resulting from inadequate packing, pre-existing defects or circumstances beyond our control may not be covered by insurance.

Customers are responsible for ensuring pets do not interfere with the moving process. All Day Removals And Storage Ltd accepts no responsibility for delays, injury, escape or incidents involving pets that have not been adequately secured. Exclusions Insurance cover does not extend to:

Items packed by the customer that are not suitably protected.

Pre-existing damage or defects. Loss or damage caused by inadequate packaging.

Cash, jewellery, watches, precious metals, deeds, documents or other high-value items unless declared and agreed in writing before the move.

Damage to flooring, walls, ceilings or property where adequate protection has not been provided.

Claims Procedure, Any loss or damage must be reported in writing within 48 hours of completion of the move. Supporting photographs and evidence may be required before a claim can be assessed.

Collection and Delivery Attendance

Waiting Time for Keys

If our crew is delayed from commencing work due to keys not being available for the property, waiting time will be charged at £90 per hour, or part thereof, until access is obtained.

The customer, or an authorised representative aged 18 or over, must be present at both the collection and delivery addresses whilst the move is being carried out.

Upon delivery, the customer or authorised representative is responsible for inspecting all items before the removal team leaves the property. Any visible loss or damage must be reported immediately and noted before the completion of the service.

Failure to inspect items upon delivery may affect the assessment of any subsequent insurance claim.

Customer Declaration

By signing below, the customer confirms that:

They have read and understood these Terms & Conditions.

They understand the packing requirements for insurance purposes.

They have taken reasonable steps to protect flooring and carpets where necessary.

All fragile items have been adequately packed and protected.

Any pets will be secured away from the working area during surveys, packing and moving services.

They or their authorised representative will be present at both collection and delivery.

They agree that insurance cover is subject to compliance with these Terms & Conditions.