



## Rubix Removals Terms and Conditions Pack, Move and Storage

These Terms and Conditions constitute a legally binding agreement made between you and us, Rubix Removals when using our Pack and or Move Service.

Please see the terms and conditions below:

- There is a minimum charge of 2.5 hours
- A deposit of \$200 is required to secure your Booking and moving date.
- For job times, we charge depot to depot unless otherwise agreed in written confirmation
- Payment is accepted via EFTPOS, cash or online. A 2% surcharge fee for all credit card payments applies.
- Unless specified, prices are inclusive of GST and are quoted for 2 men + truck.
- All packing materials provided will be paid for by the client and it is their obligation to dispose of them once used.
- All electronics must be shown to the team to be working prior to packing.
- There is no insurance coverage for IKEA or flat pack furniture as those items are of low quality and not suitable to be moved while put together.
- Please double check all connections before using appliances as the Removalists are not responsible for any water leaks after they have left. There is no insurance for any items damaged by rain.
- The Team are not liable to any damage to driveways. If you have concerns about your driveway, advise the team to park on the street.
- There is no coverage for pot plants. Whilst the team will move pot plants at the client's discretion, due to pot plants not being designed to travel and be relocated whilst housing plants, the business takes no liability to any damage caused to pots or plants at any stage of the move.
- When Items are packed by ourselves, we must unpack the items at the drop-off location. If you would rather unpack the items yourself then any liability regarding packed items will be void once we have left the drop-off location and no liability will be accepted by the company.
- Any Boxes packed by the client themselves will not be covered under Rubix Removals Insurance unless damage is caused by our negligence.
- We will only be liable for the proportion to which damage to the Goods is caused by or contributed to by our negligence. We will not be liable for loss or damage to the Goods caused or contributed to by You or someone else that We are not responsible for at law.

- We have the right to refuse to move anything that can be considered too heavy or if we deem it dangerous to move.
- Any loose or unboxed items that may break or cause damage to other furniture within the container/ truck must be boxed or we have the right to refuse to transport if we feel it carries a high risk of damage.
- Any cancellations within 48 hours of the move will result in a 2.5 hour cancellation fee.
- Insurance – Transit, accidental breakages, vehicle, public liability and Vehicle insurance are included in the price of your move. – If a breakage occurs that is the fault of Rubix Removals and does not exceed the insurance excess then the breakage will be covered by the business.
- Payment is due on the day the invoice is received. If payment is not received within 14 days legal action will commence.
- Any Damages as a result of the move will need to be reported within 48 hours of the pack/move. If reported after this the company accepts no liability. Please do a thorough inspection of all belongings before the Removalists departs.
- Superficial small marks and small scratches do not warrant a replacement and cannot be claimed.
- All glass and TV's must be bubble wrapped or boxed. If you require the team to do so then we must be informed before the move so we can supply the materials. Bubble wrap is charged at \$15 per 5 metres. If you prefer not to wrap these items then we must be informed before the move commences and have the right not to move them if considered too risky.
- The client is responsible for a deductible of \$500 for any insurance claim.
- For Storage, there is a minimum 1 month charge. The price will vary depending on what size container is required.
- If the client falls 2 months behind in payments for the storage provided, Rubix Removals has the right to dispose of the items/auction off the items stored to recuperate costs.
- For storage, Blankets and straps must be provided by the client, if the client does not wish to provide these then Rubix Removals can provide them and the cost will be added to the invoice.
- Customer Responsibilities – If using just the moving service, the client must endeavour to have everything packed and ready to go in a safe and organised manner in order for the team to complete their job as efficiently as possible. If this is not the case then the job may take extra time which will be charged to the client and if anything is unsafe to move Rubix Removals has the right to refuse removals of the unsafe items.
- Equipment – Dollies, Trollies, lifting straps, removal blankets and tools will be used as part of your moving service, any specialised items such as a pallet jack will need to be requested if needed.
- The team has the right to request an additional team member if required for safety or to fit in with our scheduling needs. Each additional removalist is charged out at \$99.00 Per hour including gst with no depot to depot fees.