Terms & Conditions

1. STORAGE SERVICES. A1 Removals York shall include the collection, transportation, storage, and delivery of the Customer's possessions. The Customer shall present pre-packed personal goods to A1 Removals York at the time of collection. A1 Removals York shall transport these goods to an appropriate storage facility. A1 Removals will return the goods to the Customer at a date agreed by A1 Removals and the Customer.

2. PRICING. Pricing for the services shall be those agreed to in advance between the Customer and A1 Removals York. Current prices can be found on the attached information leaflet. Prices are to increase on a yearly basis, this will be a minimal increase and the Customer will be advised in writing of any increases.

3. HOW TO PACK GUIDE. The Customer acknowledges reading and accepting the terms of the A1 Removals York Packing Guide as found in this pack and agrees that the safe packing of items is the sole responsibility of the Customer. The Customer accepts full responsibility and liability for any and all damages or losses that result from the Customer's failure to adhere to the terms of the A1 Removals York Box Packing Guide, including damages and losses incurred by other customers as a result of The Customer's failure to adhere to these terms.

4. PICK-UP AND DROP-OFF ADDRESSES. The Customer shall provide pick-up and drop-off addresses for delivery and collection of packing materials and The Customer's belongings. The addresses used must be normal public street addresses with a building number/name and flat number, where applicable. There must be a readily identifiable buzzer with The Customer's name on it at the address. Students living in gated communities, halls of residence, or other managed accommodation must provide the reception/lodge address for deliveries, pick-ups and drop-offs. The cost of missed collections/deliveries resulting from non-adherence to the above conditions will be met by The Customer.

5. COLLECTIONS. A1 Removals York will arrange for collection of the Customer's possessions on the date and at the address agreed upon by the Customer and A1 Removals York during booking. Collection shall take place between 9am and 5pm on this date. Time to be confirmed nearer the collection date. The customer must ensure that either the Customer or the Customer's representative is available at the address to present the items to our collector during these hours. Repeated failed collections due to the Customer or the Customer's representative not being A1 Removals York reserves the right to cancel The Customer's order if a total of 3 collection attempts fail due to the above conditions not being met.

6. DELIVERY AFTER STORAGE. A1 Removals York will arrange for delivery of the Customer's possessions on the date and to the address agreed upon by the Customer and Student Storage Box during booking. Delivery shall take place between 9am and 5pm on this date. Time to be confirmed nearer the delivery date. The Customer must ensure that either the Customer or the Customer's representative is available at the address to receive the items to our courier during these hours. Repeated failed deliveries due to the Customer or the Customer's representative not being present to receive the Customer's possessions at the delivery address will result in additional charges.

7. INCORRECTLY PACKED ITEMS. Items that are found to be incorrectly or inappropriately packed (as described in A1 Removals York's how to pack guide) shall be deemed invalid for insurance purposes and the insurance for such items will be deemed null and void.st

8. ABANDONED ITEMS. If A1 Removals York are unable to return the Customer's possessions for a period of 3 months after the end of a storage booking due to the Customer being un-contactable, or unable or unwilling to provide a return address then A1 Removals York reserves the right to dispose of the Customer's belongings as it sees fit, normally by donating them to a local charity.

9. UNPAID STORAGE/STORAGE CREDIT. A1 Removals York does not provide unpaid storage or credit. Customers' boxes will be kept in storage for a maximum of 3 months after the end of a storage booking. After this period A1 Removals York reserves the right to dispose of the Customer's belongings as it sees fit, normally by donating them to a local charity.

10. LIABILITY FOR LOSS/DAMAGE. The Customer recognizes that A1 Removals York will not be held liable for damage to their belongings after return delivery has occurred. The Customer recognizes that only loss or damage caused by the negligence of A1 Removals York or its affiliates will be covered by A1 Removals York. Only physical damage to the exterior of a package/box/suitcase will activate any claim on the item. In addition, damages that result from non-adherence to the How To Pack Guide are not the responsibility of A1 Removals York. A1 Removals York automatically protects each package against loss or damage up to a value of £100. The customer agrees that the declared value of each package is no greater than £100 and that A1 Removal York's liability is limited to £100 per package. A1 Removals York recommends the purchase of additional insurance.

11. LIABILITY DESCRIPTION: A1 Removals York's liability for storage is for damage or loss of the Customer's packages. The liability does not cover:
− Jewellery, coins, and collectables.
− Cash.
− Damage to electronic equipment if there is no evidence of physical damage or breakage to the packaging container.
− Items of intangible value.
− Extremely fragile items (e.g. mirrors).
− Improperly packed items.
− Concealed damage.
− Minor damage to suitcases due to normal handling (including, but not limited to scratches, nicks, & cuts).
− Damages due to natural disasters. Damaged items must have evidence of physical damage to the exterior packaging, casing or surface of the item. A1 Removals York cannot be held liable for concealed damage to items within a carton, trunk, or other casing without physical damage to the exterior of the package. The Customer acknowledges that they are liable for any damage their storage contents may cause to the property of others when those items are prohibited in the How To Pack Guide. Notwithstanding anything to the contrary contained in this Agreement, A1 Removals York's maximum liability for any damage, loss, cost, or expense incurred as a result of any storage by A1 Removals York is limited by the terms included in this Agreement. All insurance coverage is expressly limited to the period in which the Customer's possessions are in the actual care and custody of A1 Removals York and/or its affiliates. Insurance cover ends when the Customer's packages are returned to them. In the case of damage to packages, any damaged packages must be inspected in the presence of an A1 Removals York representative at the time of delivery (or as soon thereafter as reasonably practicable) to confirm damage. All damaged boxes must be opened at the time of delivery (or as soon thereafter as reasonably practicable), at which time A1 Removals York representative will document the damage. For loss of packages, the Customer must notify A1 Removals York's representative of the loss at the time of delivery (or as soon thereafter as reasonably practicable). Claims for loss of, or damage to, the Customer's property must be filed with A1 Removals York by requesting a claims form from A1 Removals York. Claims shall be deemed waived if not filed within 3 days following return delivery of the damaged package or, in the case of lost items, within 5 days following the scheduled delivery of the missing item. Upon receipt of a completed Claim Form and any required documentation, A1 Removals York will process the claim and issue a formal reply to the Customer within 30 working days of receipt of the Claim Form and documentation. A1 Removals York will pay the lesser of the following claim amounts: a. the cost of reasonably restoring the property to its condition immediately before storage/ (applies only in the case

of damaged items). b. The actual replacement value of the property. c. The amount of A1 Removals York's cover for the package, which is £100