



MASTER TERMS & CONDITIONS

Your Trusted Partner in Relocation

Version 2.0

Effective 16 September 2026

Registered office: 5 Havenstone Way, Southampton, England, SO18 2RA

Registered office only - not a customer-facing premises

Company No. 16400261

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This document forms part of the contract for our services.

Please read it before accepting a quotation or paying a deposit.

Important Terms at a Glance

This page highlights the terms most likely to affect price, timing or responsibility. It does not replace the full terms that follow. Nothing in this document limits a consumer's statutory rights.

Booking

A booking is secured only after any required deposit is received and we confirm the booking in writing. The quotation and this Version 2.0 must be provided before acceptance.

Customer information

The quotation depends on a complete inventory and accurate information about addresses, floors, stairs, lifts, parking, carrying distances and items requiring dismantling or specialist handling.

Waiting time

After one 30-minute grace period, customer-caused waiting is charged at **£30 per allocated crew member per hour**, in 30-minute increments. For ordinary key-release delays, charges will not normally begin before 2:00pm unless the quotation states otherwise.

Additional work

Extra items, trips, labour, materials or access difficulties may increase the price. We will explain the charge or calculation and seek approval before additional work where reasonably practicable.

Cancellation

More than 14 days before the move: full deposit refund. Between 7 and 14 days: up to 50% of the deposit. Less than 7 days or on move day: up to 100% of the deposit. Any charge is capped at our reasonable net loss and there is no double recovery.

Payment

Unless the quotation states otherwise, the balance is due immediately on completion. Any different payment point, including payment before unloading, must be clearly stated or otherwise lawfully justified.

Claims

Please notify us in writing within seven calendar days where reasonably possible. A later report does not automatically remove statutory rights, but delay may make investigation more difficult.

Liability limits

Subject to applicable law and any different written agreement, liability is limited to the actual loss, £2,000 for any one item and £50,000 for one move. Items above those values must be declared before booking.

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Full Terms & Conditions

These Terms & Conditions apply to removal, transport, packing, unpacking, dismantling, reassembly, handling and related services supplied by A to B Removals Direct Ltd. Separate storage-provider terms may also apply where clearly identified before booking.

1. Definitions

Company, we, us and **our** mean A to B Removals Direct Ltd, company number 16400261. **Customer, you** and **your** mean the person or organisation booking the services. **Consumer** means an individual acting wholly or mainly outside their trade, business, craft or profession. **Business Customer** means a Customer acting for business purposes.

Goods means items that we agree to pack, handle, transport or arrange to store. **Services** means the work described in the accepted quotation or booking confirmation. **Quotation** includes any written estimate, price schedule, inventory and agreed written amendments.

2. Quotations, pre-contract information and contract formation

2.1 Quotations are based on the information available when they are prepared, including the inventory, addresses, access, floors, stairs, lifts, walking distances, parking, dismantling, packing, specialist items, dates, timings and vehicle requirements.

2.2 Unless the quotation states otherwise, it is valid for the period shown and remains subject to availability until we confirm the booking.

2.3 We will provide the quotation and these Terms & Conditions before you are bound by the contract. Important price, cancellation, waiting-time and liability information will be made reasonably prominent. You should save the documents for your records.

2.4 A contract is formed when you accept the quotation or pay a requested deposit after receiving these terms, and we then confirm the booking in writing. A quotation or deposit payment alone does not guarantee availability until our written confirmation is issued.

2.5 The version of the Terms & Conditions supplied with the quotation applies to that booking. A later website update will not change an existing booking unless the change is required by law or is agreed with you.

3. Deposits and booking confirmation

3.1 The quotation will state whether a deposit is required, the amount and the payment deadline. A deposit is part-payment toward the agreed price and also reserves planned labour, vehicles and the service date.

3.2 Your booking is not secured until cleared deposit funds, where required, have been received and we have sent written confirmation. If availability changes before confirmation, any deposit received will be returned promptly unless an alternative is agreed.

3.3 Deposit refunds and deductions are governed by clauses 20 and 21 and by any statutory rights that apply.

4. Changes, additional items and additional work

4.1 You must tell us promptly if the inventory, addresses, access, move date, timings or required services change. We may revise the quotation where the change reasonably alters labour, time, vehicles, mileage, materials, third-party cost or risk.

4.2 Additional items, extra trips, waiting, long carries, stairs, restricted access, packing, dismantling, reassembly, specialist handling or work not included in the quotation may be charged at an agreed price or at a calculation explained before the work begins.

4.3 Where reasonably practicable, we will obtain your approval before carrying out chargeable additional work. In an urgent situation, we may take reasonable steps necessary to protect people, Goods or property and will explain any resulting reasonable cost as soon as practicable.

4.4 We will not charge twice for the same cost or recover more than the reasonable additional cost or agreed price.

5. Customer responsibilities

You must:

- provide a complete and accurate inventory and disclose all high-value, fragile, unusually heavy or specialist items;
- provide accurate collection, delivery, floor, lift, stair, parking, access and carrying-distance information;
- obtain necessary permissions, keys, permits and building or lift bookings;
- ensure the premises and agreed routes are reasonably safe, adequately lit and free from avoidable obstruction;
- securely pack, close, tape and label all Customer-packed boxes and avoid overloading them;
- remove cash, jewellery, passports, deeds, important documents, medicines and other excluded items unless we expressly agree otherwise in writing; and
- be present or appoint an authorised representative who can give instructions and approve reasonable changes on move day.

6. Parking, access and carrying distances

6.1 Suitable lawful parking and reasonable access must be available at collection and delivery. You are responsible for arranging permits or suspensions that the quotation states are required.

6.2 Parking charges, permits, tolls, congestion or clean-air charges, ferries and other agreed journey costs may be passed on at cost or at the amount stated in the quotation.

6.3 We will not knowingly park unlawfully. A fine or penalty caused by our own parking decision will not be passed to you. If missing or inaccurate access information causes delay, additional labour, a smaller-vehicle shuttle or an extra trip, a reasonable additional charge may apply under clause 4 or clause 7.

7. Waiting time and customer-caused delays

7.1 Where our allocated crew is prevented from working or is required to wait because you are not ready, agreed access or parking is unavailable, keys are delayed, a lift is unavailable, information or instructions are missing, or another matter for which we are not responsible prevents progress, one initial 30-minute grace period will apply to the job.

7.2 After the grace period, waiting time is charged at **£30 per allocated crew member per hour**, calculated in 30-minute increments. For example, the standard rate is £60 per hour for a two-person crew and £90 per hour for a three-person crew.

7.3 For an ordinary conveyancing or key-release delay, waiting charges will not normally begin before 2:00pm unless a different expected access time or charging point is clearly stated in the quotation.

7.4 We will tell you, or your authorised representative, when chargeable waiting time begins and keep a reasonable record. No waiting charge applies to a delay caused by us.

7.5 If a disclosed specialist vehicle or third-party supplier applies a different standby charge, that charge must be stated in the quotation or agreed before it is incurred. We will not duplicate the same cost under two charging methods.

8. Packing services and Customer-packed Goods

8.1 Where professional packing is included, we will use reasonable care and suitable materials for the agreed Goods. You must identify fragile, high-value, sentimental or unusual items and provide any information reasonably needed for safe packing.

8.2 Where you pack Goods, you are responsible for using sound containers, adequate internal protection and secure closure. We are not responsible for internal damage caused by inadequate Customer packing, overloading, weak boxes or unsuitable containers, unless our failure to exercise reasonable care and skill also caused the loss.

8.3 Drawers, cupboards, fridges, freezers and appliances must be emptied unless we agree otherwise. Food should be removed or separately protected as agreed. We do not accept responsibility for deterioration of food unless caused by our negligence.

9. Restricted and prohibited items

9.1 We will not knowingly carry illegal goods, stolen property, firearms or ammunition, explosives, gas cylinders, fuels, flammable or corrosive substances, hazardous chemicals, controlled drugs, live animals or any item that cannot lawfully or safely be transported.

9.2 Cash, jewellery, watches, precious metals, deeds, passports, important documents, medicines, valuable collections and items of exceptional value are excluded unless specifically declared and accepted by us in writing before the move.

9.3 If prohibited or undeclared dangerous Goods are presented, we may refuse, remove or isolate them where reasonably necessary for safety. You are responsible for reasonable loss or cost directly caused by knowingly or negligently presenting such Goods, except to the extent we contributed to that loss.

10. Plants and perishable items

Plants and other perishable items are carried only by prior agreement. Because they can deteriorate through temperature change, lack of water, natural fragility, pests or ordinary movement, we are not responsible for deterioration arising from those inherent characteristics. This does not exclude liability for loss or damage caused by our failure to exercise reasonable care and skill.

11. Electrical, gas and plumbed appliances

11.1 We do not disconnect or reconnect mains electricity, gas, plumbing or fixed appliances unless this is expressly agreed and the person carrying out the work is competent and legally permitted to do so.

11.2 Appliances must be disconnected, drained, defrosted, secured and ready to move unless our quotation includes that work. We are not responsible for internal mechanical or electrical failure where there is no external sign of mishandling and no failure by us to exercise reasonable care and skill.

12. Dismantling and reassembly

12.1 We will dismantle or reassemble only the items agreed in the quotation or subsequently authorised under clause 4.

12.2 Flat-pack furniture, previously weakened furniture, worn fixings, old screws, damaged joints, glued items and poor-quality materials may not withstand dismantling or return to their original condition. We will take reasonable care and will tell you if a significant risk becomes apparent. We may refuse work that cannot reasonably be completed safely.

13. Specialist, heavy, fragile and high-value items

Pianos, safes, gym equipment, stone or marble furniture, large appliances, commercial or laboratory equipment, antiques, artwork, glass, aquariums and similar Goods must be declared before booking. We may require a survey, additional crew, specialist equipment, suitable access, a specialist subcontractor or a separately agreed liability arrangement. If an item was not disclosed, we may refuse it or charge the reasonable additional cost of handling it safely.

14. Inventories, condition records, photographs and videos

14.1 We may prepare inventories and take proportionate photographs or videos before, during or after the Services to record condition, access, loading, delivery, completed work, incidents or claims. These records may be shared where reasonably necessary with our insurers, professional advisers, subcontractors involved in the job or legal and regulatory bodies.

14.2 Operational images will not be used for public marketing or social media without separate permission. Personal information will be handled in accordance with our Privacy Policy at www.atobremovalsdirect.co.uk/privacy-terms and applicable data-protection law.

14.3 You should identify pre-existing marks, scratches, dents, loose parts, weakness, wear or other condition issues before work begins where reasonably possible.

15. Standard of service and statutory rights

15.1 We will perform the Services with reasonable care and skill and within the agreed time or, where no time is fixed, within a reasonable time.

15.2 Nothing in these terms excludes or restricts any right or remedy that cannot lawfully be excluded or restricted. In particular, nothing excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that the law does not permit us to exclude.

15.3 If you are a Consumer, your statutory rights are not affected. If a clause conflicts with a mandatory consumer right, the mandatory right prevails.

16. Reporting loss, damage or service problems

16.1 Please inspect Goods and property as soon as reasonably practicable and notify us in writing of any loss, damage or service problem within seven calendar days of completion where reasonably possible. Include photographs, the item description, the issue, approximate value and any relevant purchase or repair evidence.

16.2 The seven-day request helps us investigate promptly; it does not automatically remove a Consumer's statutory rights. If notice is delayed, we may take the delay into account only to the extent it has materially prejudiced a fair investigation or increased an avoidable loss.

16.3 You must take reasonable steps to prevent further damage and allow us or our insurer a reasonable opportunity to inspect before repair or disposal, except where urgent action is reasonably necessary.

17. Responsibility for loss or damage

17.1 We are responsible for direct loss or damage caused by our failure to exercise reasonable care and skill, subject to applicable law and the reasonable limits in clause 18.

17.2 We are not responsible to the extent loss or damage results from pre-existing damage, ordinary wear and tear, inherent fragility or defect, deterioration, vermin, atmospheric or temperature conditions, inadequate Customer packing, inaccurate information, unsafe access or a reasonable instruction given by you, unless our own breach also contributed.

17.3 Our obligation will normally be satisfied by a reasonable repair, restoration, replacement with a reasonably equivalent item, or payment of the actual value immediately before the loss, taking account of age, condition and wear. We do not pay for sentimental value or improvement beyond the item's previous condition.

17.4 For Consumers, we are not responsible for business losses arising from Services purchased wholly or mainly for private use. For Business Customers, and subject to clause 15, we are not responsible for indirect or consequential loss, loss of profit, revenue, business, contracts, goodwill or anticipated savings unless expressly agreed in writing.

18. Liability limits, declared values and insurance

18.1 Subject to clause 15 and any different written agreement made before the move, our liability will not exceed the actual loss and is limited to **£2,000 for any one item** and **£50,000 in total for any one move**.

18.2 You must notify us in writing before booking if any individual item is worth more than £2,000 or if the total value of the Goods exceeds £50,000. We may decline the item, revise the quotation, require additional information or agree a different contractual liability arrangement in writing.

18.3 We maintain Goods in Transit cover with an overall policy limit stated as £50,000. Insurance remains subject to the insurer's policy wording, conditions and exclusions and does not automatically enlarge our contractual liability. You should arrange your own suitable cover for high-value, antique, collectible, sentimental, fragile or irreplaceable Goods.

18.4 No liability limit in these terms applies where applying it would be unlawful or would reduce a Consumer's remedy below a mandatory legal minimum.

19. Damage to premises and access routes

19.1 You must tell us about fragile flooring, walls, fixtures, loose carpets, weak stairs, narrow routes, low ceilings or other unusual risks. We may use reasonable protective measures and may refuse a route that is not reasonably safe.

19.2 We are not responsible for pre-existing defects or for damage that could not reasonably be avoided when following an agreed route after the risk was explained. We remain responsible for damage caused by our failure to exercise reasonable care and skill.

20. Customer cancellation

20.1 You may cancel by email or other written message using the contact details in this document. Cancellation takes effect when received by us.

20.2 Subject to any statutory cancellation right, the following are the maximum amounts that may be retained from the deposit:

Notice received	Maximum deposit deduction
More than 14 calendar days before the service date	None - deposit refunded in full
7 to 14 calendar days before the service date	Up to 50% of the deposit
Less than 7 calendar days before the service date	Up to 100% of the deposit
On the service date, non-attendance or failure to provide access	Up to 100% of the deposit

20.3 A cancellation charge will never exceed our reasonable net loss arising from the cancellation, after taking account of costs saved and any ability to rebook the date. If our net loss is lower than the maximum above, the unused balance of the deposit will be refunded.

20.4 Reasonable, evidenced and non-recoverable third-party costs specifically committed for the booking - such as specialist vehicles, accommodation, ferries or equipment - may also be payable, but only to the extent they are not already covered by the retained deposit. There will be no double recovery.

20.5 Some contracts for the transport of Goods on a specified date may be exempt from the statutory 14-day cancellation right. Where a statutory cancellation right does apply, it takes priority over this clause. If you expressly ask us to begin chargeable Services during an applicable cancellation period, you may be required to pay a reasonable proportion for Services supplied before cancellation, provided the legal requirements have been met.

21. Date changes and postponement

21.1 A requested date change is subject to availability. Where we can transfer the booking without loss, we will normally transfer the deposit to the replacement date.

21.2 If insufficient notice means reserved resources cannot reasonably be transferred or cancelled, we may apply the cancellation principles in clause 20, limited to our reasonable net loss and any non-duplicated third-party cost.

21.3 A new date is not secured until confirmed by us in writing. A material change in inventory, access, distance or services may require a revised quotation.

22. If we change or cannot perform the Services

22.1 If we need to make a material change, we will tell you as soon as reasonably practicable and offer a reasonable alternative where possible.

22.2 If we cancel or cannot provide the agreed Services, you may choose a mutually acceptable replacement date or receive a prompt refund of sums paid for Services not supplied. If part of the Services has already been properly supplied and retained for your benefit, only the reasonable price of that part may be deducted.

22.3 Nothing in this clause limits any additional remedy available where our breach or negligence caused foreseeable loss that the law requires us to compensate.

23. Payment terms

23.1 The quotation or booking confirmation will state the price, deposit, accepted payment method and when the balance is due. Unless otherwise stated, the balance is due immediately on completion of the Services.

23.2 If the quotation clearly states that payment is due before unloading or at another stage, that agreed payment point applies. Where an undisputed sum is overdue, we may pause further work or retain Goods only where it is lawful and reasonable to do so.

23.3 You must raise any genuine billing query promptly. You must pay any undisputed part by the due date while the disputed part is investigated.

24. Late payment

24.1 **Consumer Customers:** after written notice, we may recover reasonable and proportionate debt-recovery costs actually incurred where lawful. We will not impose an automatic penalty or fixed administration charge that is disproportionate to the overdue amount or our loss.

24.2 **Business Customers:** where applicable, we may claim statutory interest, fixed compensation and reasonable recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998, or any written contractual alternative that is fair and agreed.

24.3 Court fees and legal costs are recoverable only where awarded or otherwise lawfully payable.

25. Card payments, chargebacks and payment disputes

25.1 Nothing in these terms prevents you from raising a genuine card, bank or payment dispute or exercising a statutory refund right.

25.2 If a chargeback or reversal is made for Services properly supplied and the payment remains lawfully due, we may provide evidence to the payment provider and recover the unpaid contractual amount together with reasonable, evidenced costs directly caused by an unsupported or dishonest dispute. No charge is made merely because a genuine dispute was raised.

25.3 We encourage you to contact us promptly so that any billing or service concern can be investigated before escalation, without affecting your legal rights.

26. Storage and third-party facilities

26.1 Storage must be identified in the quotation or a separate storage agreement. Charges, minimum periods, access arrangements, notice requirements and insurance or liability terms will be provided before storage is booked.

26.2 Where you contract directly with a third-party storage provider, that provider's terms govern the storage facility and we remain responsible for our own collection, handling and delivery Services. Where we contract with a provider as part of our service to you, we remain responsible for performing our contract, subject to these terms and applicable law.

26.3 Goods must not include prohibited or dangerous items listed in clause 9. Storage and redelivery charges may continue until Goods are collected or redelivered in accordance with the applicable agreement.

27. Right to retain Goods and uncollected Goods

27.1 Where money properly due under the contract remains unpaid, we may exercise any lawful contractual or statutory right to retain possession of Goods. Any ongoing storage or handling charge must be reasonable and must have been stated in the quotation, storage agreement or a written notice before it accrues.

27.2 If Goods are not collected or delivery instructions are not provided, we will give written notice requiring collection or instructions and explaining the place where the Goods are held, the amount due and any continuing reasonable charges.

27.3 We will not sell or dispose of Goods unless permitted by law and after following the notice procedure under the Torts (Interference with Goods) Act 1977. A notice of intention to sell will identify the Goods, where they are held, the amount due and the proposed sale date. Where money in respect of the Goods was already due before the notice, the sale date will be at least three months after notice, and the notice will be sent by registered post or recorded delivery as required by the Act.

27.4 We will not proceed with a statutory sale while we have notice of a qualifying dispute about the amount claimed, where the Act prevents sale. Any sale will be conducted reasonably. Sale proceeds may be used toward the lawful debt and reasonable sale, storage and handling costs, and any remaining balance will be accounted for to the person entitled to it.

28. Events beyond reasonable control

28.1 An event beyond reasonable control may include severe weather, accident, road closure, major breakdown despite reasonable maintenance, sudden illness, strike, fuel shortage, natural disaster, civil emergency, utility failure or another event that could not reasonably have been avoided.

28.2 We will take reasonable steps to reduce the effect, keep you informed and resume, rearrange or provide a reasonable alternative where possible.

28.3 If the affected Services cannot reasonably be performed, either party may end the affected part of the contract. You will receive a refund for Services not supplied, less only the reasonable value of any part already properly supplied and retained for your benefit. This clause does not excuse a failure caused by our lack of reasonable care or planning.

29. Safety, conduct and right to suspend work

29.1 We may pause or stop work where conditions are unsafe, unlawful or materially different from those disclosed, or where a person behaves abusively, threateningly or unreasonably toward staff, subcontractors or representatives.

29.2 Where practicable, we will explain the concern and allow a reasonable opportunity to remedy it. If work cannot safely continue because of a matter within your responsibility, charges remain limited to work completed and reasonable loss or cost actually incurred. Your statutory rights remain unaffected where we were not entitled to suspend or terminate.

30. Subcontractors

30.1 We may use suitably selected subcontractors, including additional crews, vehicles or specialist operators, to perform part of the Services.

30.2 Unless you enter a separate contract directly with a third party, A to B Removals Direct Ltd remains responsible to you for performance of our contract, including work carried out on our behalf by subcontractors, subject to these terms and applicable law.

30.3 We may share only the information reasonably needed for the subcontractor to perform the Services safely and efficiently.

31. Personal information

We use contact, address, inventory, booking, payment, correspondence and operational information to prepare quotations, administer bookings, provide Services, meet legal obligations and handle claims or complaints. Further information about lawful bases, sharing, retention and your rights is contained in our Privacy Policy at www.atobremovalsdirect.co.uk/privacy-terms. Marketing communications and public use of identifiable Customer images require an appropriate lawful basis and, where required, separate consent.

32. Complaints and alternative dispute resolution

32.1 Please send complaints to e@atobremovalsdirect.co.uk or to our registered office. Include your name, job reference, service date, a clear description and the outcome sought.

32.2 We aim to acknowledge a complaint within five working days and provide a substantive response within 28 days. If more time is reasonably needed, we will explain why and give an updated date.

32.3 If a Consumer complaint reaches deadlock, we will provide the name and website of an appropriate approved alternative dispute resolution provider where required and state whether we are obliged or willing to use that provider. This does not remove either party's right to use the courts.

33. Governing law and courts

33.1 These terms and the contract are governed by the law of England and Wales.

33.2 If you are a Consumer resident elsewhere in the United Kingdom, you retain any mandatory protection provided by the law of the part of the United Kingdom where you live and may bring proceedings in any court available to you under applicable consumer law. In other cases, the courts of England and Wales will have jurisdiction.

34. General provisions

34.1 If any provision is found unlawful or unenforceable, it will be read down or removed only to the minimum extent necessary and the remaining provisions will continue.

34.2 A delay in enforcing a right is not a waiver of that right.

34.3 No person other than the Customer and the Company may enforce the contract under the Contracts (Rights of Third Parties) Act 1999, except where the contract expressly says otherwise.

34.4 A change to the agreed Services, price or these terms must be agreed in writing, except that urgent move-day instructions may be agreed verbally and recorded in writing as soon as practicable.

35. Acceptance

35.1 By accepting the quotation or paying a requested deposit after receiving these terms, and upon our written booking confirmation, you enter into the contract and confirm that you have had a reasonable opportunity to read the quotation and these Terms & Conditions.

35.2 Acceptance does not waive statutory rights and does not make an unfair or unlawful term binding.

Suggested written acceptance

"I confirm that I have received and accept quotation [reference] and A to B Removals Direct Ltd Terms & Conditions Version 2.0, effective 16 September 2026."

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