



Terms & Conditions

Please read through our Terms & Conditions of My House Removals before booking a removal service

Costing

1. The cost of the removal service is based on the information provided by customers. Your Quote will depend on the number of vans needed, the number of porters, and extra services such as packing and disassembly.

Deposits

2. A deposit is required to secure your dates. Dates cannot be held in reserve without payment. This deposit is non-refundable. Dates can be changed as depending on availability.
3. My House Removals reserve the right to cancel or change any bookings

Payment

4. Payment is required in full upon completion of any job. Any extra hours on the day are due immediately upon completion of work.
5. Payments we accept are bank transfer, cash or card.

Time(s)

6. Any start time is estimated. Our drivers will do their best to arrive on-site at the booked time, but cannot be held responsible for circumstances out of their control (e.g. Bad weather, heavy traffic, vehicle break downs and so on), which affect the start or delivery time and cannot be held responsible for any customer losses due to matters out of their control.

Job in Progress

7. It is the customers responsibility to be present throughout the collection and delivery of the removal to make sure the correct items are moved from the premises and delivered to their rightful place at the new address. We do not accept responsibility for any items mistakenly

taken, left behind or moved to the wrong place due to the absence of the customer or customers representative

Insurance

8. All goods in transit are insured for up to £20,000. Any claim which exceeds this amount is non-refundable
9. We do not accept responsibility for damaged or lost property after the job is complete. Any discrepancies need to be addressed with the driver while the job is in progress and the removal team still on site.

Parking

10. It's the customers responsibility to provide parking (reserve a space for the van outside of property before our arrival or arrange a suspension or permit where necessary with local council) If there is no pre-arranged parking and our van receives a ticket, it will be the customers responsibility to pay the fine at the end of job

Packing & Assembly

11. It's the customers responsibility to pack everything properly and ensure any furniture or items are protected accordingly (i.e. bubble wrapped vases, lamps, table tops, dining chairs, flat packed furniture and so on). We do not accept responsibility for damage or breakage caused by poor packing or inappropriate protection
12. If any item of furniture requires us to dismantle before transportation, it's the customers responsibility to keep safe any screws, bolts, fixings etc. We do not accept responsibility for any missing fixtures and fittings

Size of Items

13. It's the customers responsibility to make sure that all items will fit in the new premises. (e.g. wardrobe, bed, sofa etc.) We are not insured for removing any doors or making new entrances to the premises

Protection

14. It's the customers responsibility to ensure that all carpets, walls, woodwork etc. is appropriately protected prior to the removal of your items. We do not accept responsibility for any damage to decorating, flooring etc. due to inappropriate or lack of protection methods

Delays

15. If any delay is caused by the customer (e.g. everything is not packed, waiting for keys, incorrect address, etc.) the hourly rate continues until the job is completed.