

TERMS AND CONDITIONS

1. This contract has been entered into between DB Movers (“the Movers”) and ----- (“the Customer”). Moving business including advice, information, and any form of services provided by the movers are subject to and governed by the following conditions.

2. The DB Movers will continue the job only upon these terms and conditions:

- I. DB Movers quotations are based on customer information; however, DB Movers reserves the right to change the quote if the customer fails to tell us what kind of stuff will be moved, whether there will be stairs, or whether a balcony will be involved, during the booking process.

Additional charges may apply for multi route, multi stoppage or any additional adding to labour that not requested during booking time.

Each extra heavy, oversized item, such as a spa pool, piano, pool table, or any commercial item, will be charged \$ 50.00. So it is the customer's responsibility to inform in advance if the move includes items of such or similar nature.

- II. DB Movers reserves the right to refuse to accept items that are not safe for transport or insufficiently packaged and may damage either the item being moved or other items, including the vehicle.
- III. Due to unforeseen circumstances, the company reserves the right to delay the customer's job by 2 hours without waiving any charges. We will inform the customer if the service is delayed for more than two hours and we will then come to a mutual decision at our discretion.
- IV. The Customer will not give the following to the Movers for packing, removal, or storage:

a) A dangerous, corrosive, inflammable, explosive, or damaging article or substance, or any item or substance likely to encourage vermin, bora, or any other pest.

b) Gold, silver, jewellery, watches, trinkets, precious stones, coins, deeds, securities, stamps, jewellery, etc.

c) Items prohibited or stolen, drugs/medicines, aerosols, paints, firearms and ammunition.

d) Refrigerators and deep freezers will be properly defrosted, cleaned and emptied by the customers. No responsibility is taken for the contents.

e) The cages and tanks of any animals, including pets, birds, and fish.

3. DB Movers will be notified if there is not convenient and suitable access to the location from which the goods are to be removed. The Contractor is not responsible if any goods are damaged due to lack of access and may charge an additional fee due to such restrictions. The customer is responsible for providing good, safe, and secure parking, access, driveways, pathways, etc. to the property for truckers and movers.

4. Get all the documents, permits, and licenses you need for the removal at your expense.

5. Accordingly, this contract of carriage evidenced hereby is a contract for carriage at the risk of the owner and the carrier shall not be responsible for the loss or damage of any goods unless the damage or loss is intentionally caused by the carrier.

(a) If any of the Goods include fragile items, such as glass;

(b) A Good may be bullion, cash, car parts, coins, negotiable instruments, jewellery, antiques, paintings, flowers, or any other valuable item;

(c) Insufficient packaging of the Goods (determined by the Carrier); or the parties agree otherwise that Owner's Risk contracts will govern the carriage of the Goods.

6. Other Liabilities & Limitations

a) Even though our team of movers always takes the utmost care and attention while moving your house, there is a risk of damage to door frames, walls, and stairwells, especially when moving large furniture and white goods. Despite the low risk, work is conducted at the owner's risk at both loading and unloading sites.

b) Please be aware that damage caused by vehicles to lawns, driveways, footpaths, underground pipes, cables, sewerage and other underground installations is not covered. If our staffs are instructed by the property occupier, or any agent acting on their behalf, to drive, park or manoeuvre vehicles in or near an area where such damage may occur, compliance with such instructions will not entitle the Company or its insurers to any responsibility for subsequent damage. The Owner will be solely responsible for such matters.

7. Carriers Liability Insurance - Items transported by DB Movers are covered by Carriers Liability Insurance. Our clients can take advantage of this cover for free, but it has the following limitations:

As long as our insurance company covers our goods under "Carriers Liability Insurance" upon accident, then the goods will be covered by our insurance company. Contact your own insurance company for a more comprehensive policy. Please call us if you are uninsured so we can discuss your options

a) DB Movers' insurers will handle all claims if damage is caused intentionally.

b) All claims will be sent to our insurer's office with the relevant supporting documents.

c) Any claim must be made in writing within 24 hours of occurrence of damage or loss. We cannot accept claims submitted outside of this time frame.

d) If goods have pre-existing damage, inherent damage/vice, or if damage has occurred as a result of improper packaging, liability is not applicable.

e) Owner-packed goods are not subject to any liability. If any glass or fragile item breaks unless factory packed, or if electrical appliances don't work after transit, the company is not responsible.

f) The carrier is not liable for third party damage - that is, if another party is found at fault in an accident, the carrier will not be liable for goods that are damaged while in transit. Customers who suffer losses in such a situation must seek compensation directly from the other party's insurance provider.

g) Under the Carriage of Goods Act, your claim may only be processed once you have acknowledged and received your complete payment of the move.

8. Payment

- A) All the payments can be done by online bank transfer or either cash
- B) DB Movers reserves the right to require the payment before unloading the last item.
- C) If the full payment is not made when required, a \$50.00 + GST late fee is charged after 24 hours.
- D) All defaulting accounts are forwarded to third party debt collectors at the defaulter's expense.

If the company determines that a customer has engaged in misbehaviour and unacceptable behaviour with any staff member(s), a customer's booking will be cancelled.

The cancellation fee is \$100.00 unless 48 hours' notice is given by email.