

1. MOVING TERMS AND CONDITIONS OF CONTRACT.

1a) These Conditions of Contract shall apply to all contracts in respect of which the client has requested

Honor Removals to arrange for the carriage of Goods or the performance of other work or services

on its behalf. These Conditions shall also apply to any dealings between Honor Removals and its Contractors as defined in clause 2.

1b) The Client acknowledges that Honor Removals acts as agent for every Contractor referred to in these conditions in procuring the Client's business and that Honor Removals has disclosed that fact to the Client prior to the Client entering into any contract

1c) By entering into this contract the Client and the Contractor also accept these Terms and Conditions on behalf of all other persons on whose behalf they are acting.

2. In this agreement

2a) "Client" shall mean the person who requests Honor Removals to arrange for the carriage of goods or for the performance of other work or services on its behalf. By entering into this contract the Client also accepts these terms and conditions on behalf of all other persons on whose behalf the Client is acting and where the Client is an incorporated body the directors of the Client guarantee its performance.

2b) "Contractor" shall mean any person who has appointed Honor Removals as agent to find work on behalf of that person. By entering into this contract the Contractor also accepts these terms and conditions on behalf of all other persons on whose behalf the Contractor is acting and where the Contractor is an incorporated body the directors of the Contractor guarantee its performance.

2c) "Honor Removals" includes servants, agents and sub- contractors of Honor Removals and in the case of contracts entered into between Honor Removals and a Client includes Contractors introduced to the Client by Honor Removals either as their agent or otherwise.

2d) "Goods" shall mean any goods which the CLIENT has requested to be carried or arranged to be carried.

2e) Person shall include any servant or agent or "Associate" of that person.

3. Terms relating to the Carriage of Goods

3a) The Client expressly warrants that the Client is either the owner or the authorised agent of the owner of any Goods or property the subject matter of this contract.

3b) Goods are accepted by Honor Removals on the condition that they comply with the requirements of any applicable law relating to the nature condition and packaging of the Goods, and without limiting the generality hereof: i) that the Client notifies Honor Removals whenever the Dangerous Goods Act 1985 (Vic) (DGA) applies to any Goods and guarantees that all requirements of the DGA have been met, and ii) that the goods are fully described in writing on all relevant paperwork, including their name and nature, and in the case of goods to which the DGA applies, are accompanied by a consignment note that complies with the Act.

3c) The method, route and time by which the work or services under this contract are performed shall be at the absolute discretion of Honor Removals notwithstanding any directions of the Client to the contrary.

3d) The Client shall provide an authorised representative who will be responsible for ensuring that the correct goods are loaded and whether or not such a representative is

provided the Client shall pay all additional charges whatsoever resulting from the movement of incorrect goods or non movement of goods that the Client intended to have moved.

3e) If there is no-one in attendance at the place for delivery of the Goods Honor Removals shall be entitled at its discretion to leave the Goods at that place or to return at a later time until delivery is effected, storing the Goods at any convenient place in the meantime, and the Client agrees to pay any additional charges incurred thereby to Honor Removals.

3f) Arrival time cannot be guaranteed. Arrival within 2 hours of the booked start time can be expected, particularly for afternoon bookings and during peak times. No discounts or refunds will be provided due to late arrival.

3g) We reserve the right to decline to start a removal if the removal site is not compliant with WHS regulations.

3h) Honor Removals shall have the right to defer or refuse delivery at the Client's expense should it become apparent that the Client is unwilling or unable to pay any due charges in the required form or at the required place or time.

4. Fees and Charges

4a) Our prices are charged on an hourly rate and are inclusive of GST.

4b) Our rates start from the time loading commences until the completion of offloading at the final destination address.

4c) An additional half hour travel time levy is applying for suburbs within 10 km from your base (Maroubra, 2035). Travel time is the time it takes us to get from our base to your pick up address. We only apply this small amount of travel time to cover the cost of time and fuel expenses to travel to your pick up address.

4d) All relocations incur a 1-hour minimum.

4e) Truck relocations are charged in 30 minute increments, after the first hour.

4f) Any tolls or parking fines incurred during the relocation will be charged to the client. Any waste disposal fees incurred during the relocation will be charged to the client.

4g) Pianos and Pool tables are a specialist items and incur a \$185.00 plus \$3.30/step surcharge and removal must be prearranged. These items are strictly subject to approval.

5. Estimates and Quotes

5a) All moving estimates given over the phone cannot be considered a fixed cost. The minimum fee is not a fixed costing of the move.

5b) If a fixed quote has been issued by our office we reserve the right to amend this quote if full disclosure of items moved change after the fixed quote was issued and if there are any access issues that were not fully disclosed at the time of the fixed quote was issued.

5c) All fixed quotes will be paid in full 48 Hours before commencement of the move.

6. Cancellation Policy

6a) Any move cancelled with less than 24 hours notice will incur a one hour penalty based upon the hourly rate quoted, that will be charged from the credit card provided upon booking.

6b) Any move cancelled once our removalists are en-route or onsite will incur the minimum charge. This fee will be charged to the credit card provided as security.

6c) Moves can only be cancelled during office hours 7:30-6pm M-F, 8-3pm Sat.

7. Payment of Services Provided

- 7a) Payment is due in full on completion of the removal on the day.
- 7b) We accept cash or credit card as forms of payment.
- 7c) Cheques are not accepted unless pre authorized with the office manager.
- 7d) American Express cards incur a 3% surcharge. We do not accept Diners.
- 7e) Please note that your credit card that was supplied at time of booking will be debited on completion of the move if no other payment form is made.
- 7f) Approved Companies will be given a fourteen day trade account on the provision a credit card is supplied as security.

8. Vehicle Size

- 8a) We endeavor to always quote and supply the correct vehicle for your removal.
- 8b) Our decisions are based on the information we have been provided with by you over the phone and if no inventory was provided or items were omitted, we will not be held responsible for the vehicle not being able to accommodate all items in one trip.
- 8c) It is the customers responsibility to provide us with as much information as possible in relations to the goods being moved to ensure the correct vehicle is sent.

9. Specialist Items

- 9a) Please notify our office if you have any of the following items: Double Door Refrigerator, Piano, Pianolas or Organs, Safes, Spas, Items made from marble or granite, Commercial equipment i.e. Fridges, Ovens, Pot Plants, Animal Enclosures, Fish Tanks etc.
- 9b) We reserve the right not to move any of the above listed items if the office was not informed at the time of the booking.

10. Insurance

- 10a) We offer to arrange for the Goods to be insured during transit, and details of the type of insurance and the rates are set out in Our quotation and/or will be provided on request. This insurance will only be arranged if You request Us in writing to do so (including by so indicating in Your written acceptance of Our quotation).
- 10b) Other Insurance. You may, of course, arrange insurance with an insurer of Your choice.
- 10c) Assignment. If We, in discharge of any liability, make payment of any amount to You in respect of loss of, damage to or delay in delivery of the Goods, you hereby assign to Us all rights which You have under any policy of insurance to recover that amount and You hereby irrevocably appoint Us as your attorney with full power in Your name to claim and recover that amount and You will execute all documents and provide all information as may be necessary to enable Us to obtain the full benefit of this clause.

11. Packing Materials

- 11a) All packaging materials are at an additional cost to the client. Please refer to our website www.honorremovals.com.au for a current price list.
- 11b) All packing materials ordered must be paid for by credit card on the date of delivery.
- 11c) Boxes must be in a useable condition to warrant a refund.
- 11d) All boxes must be emptied and flattened.
- 11e) Only materials supplied by our company will be collected.
- 11f) We do not collect used butcher papers or rubbish. It is the client duty to dispose of this.

12. Pre-Packing & Unpacking

- 12a) Our packing and unpacking service is charged on an hourly rate including GST

3 Tonne Trucks	6 Tonne Trucks	9 Tonne Trucks
<p>Requires a height clearance of 3.4 meters.</p> <p>The pantech is approx 4.5m long x 2.2m wide x 2.5m high.</p> <p>It holds approx 25 to 27 cubic meters</p>	<p>Requires a height clearance of 4 meters.</p> <p>The pantech is approx 5.5m long x 2.2m wide x 2.5m high.</p> <p>It holds approx 35 to 40 cubic meters</p>	<p>Requires a height clearance of 4 meters.</p> <p>The pantech is approx 8.5m long x 2.3m wide x 2.8m high.</p> <p>It holds approx 55 to 60 cubic meters</p>

Please advise if this may cause any issues for your removal

- Please advise the office if the vehicle booked exceed the loading docks height clearance. In some instances, a utility may need to be provided as a ferry vehicle.