



**Our not so small print:**

Terms and conditions under which property is removed/stored by dude & van (Pty) Ltd.

Here are the terms and conditions under which dude & van (Pty) Ltd operate while removing your goods.

It lists both parties rights as well as the obligations and responsibilities of each party. (the customer and dude & van (Pty) Ltd).

- 1. Your desired date and time will only be booked on acceptance of your quote.**
- 2. A quote is only considered accepted once a non-refundable 50% deposit has been paid. The balance of the invoice must be paid via EFT or in cash 48 hours prior to your move date. Additional services/charges incurred during your move must be paid within 72 hours of completion of the job or final issue of the invoice.**
- 3. By accepting this quote the client agrees to these payment terms and thereby accepts that late payments will be subject to a 5% interest charge per day.**
- 4. This agreement represents the sole agreement between the customer and dude & van (Pty) Ltd unless there is a written and mutually agreed upon change.**
- 5. Our quotation is a fixed price and does not include in-transit insurance. Please check with your household insurance policy. Many insurance companies cover in transit however you have to let your insurance company know when you are moving.**
- 6. By accepting this quote, you agree that dude & van (Pty) Ltd will accept no responsibility for any loss or damage to any property, belonging to yourself or your neighbours, of which dude & van (Pty) Ltd comes into contact with during the move.**

**7. The customer may not withhold payment to dude & van (Pty) Ltd or set off any amount due to a dispute or claim.**

8. dude & van (Pty) Ltd will not connect washing machines/dishwashers, or ice makers. You or your representative must check or accept any plumbing connections. Any assistance we give is as a courtesy only. Water and drain connections are the responsibility of the user. WE ARE NOT PLUMBERS.

**The quotation is prepared on the correct information supplied by the customer, therefore the quotation may be changed under the following circumstances.**

- There are unforeseen difficulties in loading your property. Such as furniture needs to be disassembled, reassembled, railings or doors need to be removed in order to get furniture in or out, extra items not specified in your original list, insufficient packaging of sensitive goods, etc.
- If the access is not as originally specified by customer. Such as extra stairs, broken lifts, no access for our truck, no parking available, any extra distance.
- **Any late payments are subject to interest charges as per the NCA.**

Thank you for your business