



Our Not So Small Print:

Terms and Conditions for Property Removal, Delivery, and Storage by dude & van (pty) ltd

Welcome to dude & van (pty) ltd. We are dedicated to delivering exceptional moving and storage services. These terms and conditions govern our services and outline the rights, obligations, and responsibilities of both parties – you, the client, and dude & van (pty) ltd.

Booking Confirmation: Your preferred moving date and time will be officially booked upon acceptance of our quote.

Payment Terms:

- **Deposit:** A non-refundable 50% deposit of the total quote is required to confirm your booking.
- **Balance Payment:** The remaining balance is due via Electronic Funds Transfer (EFT) or in cash, 48 hours before your move date.
- **Additional Services/Charges:** Any additional services or charges incurred during the move must be paid within 72 hours of job completion or upon final invoice issuance.

Card Payment Service Charge: Payments made by credit or debit card are subject to an additional service charge, as per our current rates.

Late Payment Penalty: Acceptance of our quote includes agreement to these payment terms, including a 5% daily interest charge on late payments.

Exclusive Agreement: This document constitutes the complete agreement between you and dude & van (pty) ltd, overriding any prior understandings. Modifications to this agreement require written, mutual consent.

Insurance and Liability:

- **Fixed Quotation:** Our quotation is a fixed price, excluding insurance for goods in transit.
- **Insurance Responsibility:** Confirm with your household insurance provider about coverage during the move.

- **No Liability for Damage:** dude & van (pty) ltd is not liable for any loss or damage to your or your neighbors' property during the move.

Payment Obligations: Withholding of payment or deduction from the amount due to disputes or claims against dude & van (pty) ltd is not permissible.

Appliance Connection and Assistance:

- **Limitation of Services:** We do not provide services for connecting or disconnecting appliances.
- **Assistance Outside of Liability:** While our team is always eager to help, please understand that any assistance provided with appliance connections is outside the scope of our professional liability. This means that dude & van (pty) ltd cannot be held responsible for any issues arising from these assistance efforts.
- **Potential Issues:** Issues like the need for replacement of pipe washers after relocation fall outside our responsibility.
- **Recommendation:** Clients are advised to arrange for qualified technicians for appliance connections and disconnections.

Appliance Preparation: The client is responsible for preparing appliances for transport, including securing transit bolts for washing machines.

Unprepared appliances are moved at the owner's risk.

Adjustment of Quotation: Quotations may change due to unforeseen loading challenges or alterations in access conditions not initially specified. Late payments incur interest charges as per the National Credit Act (NCA).

Furniture Disposal and Gifts Policy:

- **Prearrangement Required:** Please prearrange with us if you need to dispose of furniture or intend to offer items as gifts to our staff.
- **Reason for Policy:** This policy is in place to avoid unplanned storage and transport responsibilities for dude & van (pty) ltd.
- **Disposal Assistance:** We can assist with removal and disposal, but prior notification is essential.

Thank you for choosing dude & van (pty) ltd. We value your business and look forward to assisting you with your moving needs.