



DLS Removals & Rubbish Clearance

By accepting a quote, you are agreeing to our terms and conditions.

Customer/s: person or persons who is accepting a quote for removals or rubbish clearance to be completed by DLS Removals Ltd

DLS: person/persons working at or representing DLS Removals Ltd whilst carrying out removals or rubbish clearance.

Terms & Conditions are below:-

- DLS quotes over £300 require a 20% non-refundable deposit; under £300 require a 10% non-refundable deposit.
- Cancellation – please note that you must give us 48hrs notice of cancellation otherwise DLS will charge you the remaining balance; by accepting this quote you are adhering to this legally binding cancellation notice.
- Full payment is to be made to DLS via on-line bank transfer or cash once vehicle(s) is loaded for house / flat / bungalow removals; for rubbish clearance payment to be made to DLS before loading; for office moves payment to be made in full before commencing move.
- It is the customers responsibility to ensure all large items can fit through **all** doors / spaces that we are required to enter / leave to complete the move.
- Any valuable items / delicate items must be wrapped by the customer/s – DLS insurance **does not cover items that are not securely and appropriately wrapped.**
- All white goods must be disconnected and ready to move – we do not disconnect washing machines/dishwashers or cookers.
- The Customer/s must dismantle all items and reconstruct the item themselves. However, DLS are happy to help the customer/s to dismantle large items, but this will be at the customer/s own risk and liability and may occur additional costs.
- Loft items must be brought into a main accessible area by the customer/s – DLS are not insured to enter lofts.
- If boxes have a room written on them, DLS will place the box in the appropriate room at the receiving property/location.
- DLS do not charge if the customer/s move date changes; however please speak to us when agreeing a new move date so we can check our commitments and confirm our availability.
- The Customer/s are agreeing to sign a satisfaction statement once the move / clearance is complete.

Our privacy policy can be found at www.dls-removals.co.uk

DLS Removals Ltd

www.dls-removals.co.uk

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