



WHAT HAPPENS NEXT?



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About us

Simpsons Removals & Storage Ltd is a professional removals and storage company specialising in carrying out a high standard of removal services over the past 40 years or so and we are recognised as one of the leading industry companies in the South East.

We are a family owned business operating a fleet of modern vehicles and 2 fully secure alarmed warehouses. Our high standards of operation are regularly audited and we have full accreditation to BS 8522 and BS 8564 quality standards ensuring we will always meet your requirements.

Our services will never be the cheapest in the marketplace because our high standards come at a cost and we would ask you to bear in mind when comparing us to others, especially if they are not accredited to the same standards.

Your Quotation

Whether you receive your quote by mail or by email you will find:-

1. Removal quotation – your copy to keep.
2. Removal quote acceptance – **to be signed and returned to us.**
3. The lower half of the quotation contains additional optional services you may want to consider.
4. The lower half of the quote acceptance has tick boxes for you to indicate which additional services you require.
5. Our terms and conditions on the reverse of the letterhead, or, attached as a pdf attachment.

How your quote has been prepared

We have calculated our costs upon information supplied by you or, from a survey carried out by our estimator, and assumes as follows:-

1. We shall have free and uninterrupted access to the properties, at both the loading and the unloading addresses.
2. The service we have quoted for meets your requirements – please let us know if anything has changed or if we have something wrong.
3. Access to your new property to be available by 1.00pm on the delivery day. **Waiting time** is charged on an hourly basis after 1.00pm. The hourly waiting charge is specified in the waiting time shown later in this document.
4. You will be responsible for the parking arrangements including any permit(s) required for our vehicle(s) at both the collection address and the delivery address, and will be liable for any parking fines incurred whilst carrying out the removal.
5. Any questions or concerns about your quotation have been directed to your sales consultant in our office for clarification. Our surveyors are field based and therefore unable to deal directly with your enquiries.
6. If you wish to book your removal or have a general enquiry about our services, our offices are open Monday to Friday 9.00am-5.00pm and any member of our staff will be able to assist you, but do please allow a minimum of 10 minutes for us to process a booking for you.

Insurance

Please note that all claims against the policy are subject to an excess charge as is the norm with insurance policies. If you decide not to insure your goods you do have the industry standard limited liability cover included in your removal quotation, but at just £40 per item or box, this will not cover you for most items in the event of loss or damage. Your household policy may cover your goods while in transit, but this will not cover you from the time our crew enter your home until the time they leave your new home – our insurance cover **does**. If we arrange cover on your behalf an arrangement fee will apply in addition to the insurance premium.

Postponement Waiver Fee

The additional services section of your quotation contains a postponement waiver fee as an optional extra. Clause 6 of our terms and conditions outlines the charges you will be liable for in the event of the postponement of your move. However, if you take out the optional waiver then you would not be liable for charges dependent upon how many days' notice you provide us with and providing the move has not already physically commenced. If the removal has already commenced, you will be liable for payment of our charges in full. If you do postpone your move and we cannot accommodate your re-booking dates, or you decide not to move, for any reason, your move will be deemed cancelled in accordance with clause 6.1.4 of our terms and conditions.

Waiting time

Under clause 1.2.10 and 12.2 waiting time can be charged from the time we arrive at your new property. The charge of £30 +VAT per man per hour applies for every hour or part hour we have to wait before unloading commences, or up until 2.30pm. The reason for this is that we are governed by European and UK working time directives restricting the number of hours' drivers and porters are permitted to work in a day. Should you experience a delay that prevents us from starting to unload by 1.00pm the crew foreman will contact our office and we will then contact you to discuss the situation. Usually, if we have not gained access to the delivery address allowing us to unload and for the vehicle(s) to return to our depot by 5.00pm, the vehicle(s) and crew will return to our depot. Your goods will then be unloaded into

our store and, in accordance with clause 12.2, our agreement will be fulfilled and you will be responsible for storage and re-delivery charges.

Cancellation

Clause 6 of our standard trading terms deals with our policy in relation to Cancellation or Postponement of your move, however, if you cancel or postpone your move more than 10 working days prior to the booked removal date, subject to the reason(s) giving rise to the cancellation or postponement, we will refund monies paid to us but we will make a charge of £250.00 to cover our costs in processing your booking and payment(s) and this amount will be deducted from any refund due.

Packing services

Quotes for overseas removals automatically include full export packing and wrapping unless we have been specifically advised that the items are already pre-packed. Domestic and European removal quotations do not include packing services, giving you the option to pack your goods yourself if you wish. There is, however, a cost for our packing services in the additional services section of the quotation if you don't want to pack yourself. If you prefer to pack yourself, we have a range of materials available. You can order and pay for them online or call our office and we'll be happy to process your order for you. If you plan to pack yourself you may find the tips below helpful:-

- No matter how small your house, you will need lots of packing supplies – different sized boxes, tape, bubble wrap and wrapping paper, not forgetting a marker pen to write on the boxes.
- Try to pack heavier items like books, cd/dvd's and canned foods in smaller boxes and lighter items in large boxes.
- No box should weigh more than 25kgs (50 lbs).
- Heavier items should be at the bottom of a box and all boxes should be full – fill voids with crinkled newspaper or similar because half full boxes can get crushed when other boxes are stacked on top.
- Pack plates upright on their side – laying them flat in the box can result in breakage.
- Make sure you pack a box with the essentials you'll need straight away.
- Keep personal items with you as they're not always easily replaced. Don't pack passports, driving licences, birth certificates, financial documents, cash or jewellery.
- Don't pack perishable foods or plants in boxes. Hazardous, flammable and explosive materials cannot be accepted for removal, so please don't pack them.

What to do next

- Carefully read through our quotation checking that we have quoted you for all of your requirements. Let us know if we have missed anything.
- If you wish to proceed, please call us to make the booking. During the call you will be asked to pay for your move in full if it is a domestic UK removal or 50% of the removal costs if moving overseas. Pre-payments for removals made by debit or credit cards are protected by the card issuer for up to 90 days after payment has been made.
- You will receive a booking confirmation email that will provide the details and timings for your move. There are links to enable you to confirm acceptance of our quotation via our website and for the download of the forms we need you to complete for us. If we've carried out a survey at your home we'll also include a copy of the survey report for you.
- Please read carefully the information regarding parking for our truck(s) and protecting your floors.
- If you're packing yourself why not order your packing materials from us while you're booking the move?
- Once you've booked your move, your sales consultant or any of our operational staff will be available to answer any questions or queries you may have.
- We don't accept provisional bookings. Moving is a difficult time and in many instances you're relying on others for dates. That's why we offer the postponement waiver option to provide a degree of flexibility allowing you to postpone your move once without forfeiting your removal costs.
- We strongly recommend removals which include storage are not carried out on the day of completion. Ideally, they should be carried out the day before completion because loading into storage containers and preparing an inventory takes considerably longer than a direct removal. Re-delivery after a period of storage will be carried out after completion day to avoid any unforeseen delays with exchange of funds, collection of keys etc. We're not trying to be difficult here, we've had many years experience in removals and know all of the pitfalls.

Paying for your move

Paying us for your move couldn't be easier. You may use any of the following methods to pay us:-

Online - visit our website www.simpsons-uk.com and click on 'Make a payment' to be directed to our secure payment pages.

Calling our office – any member of staff can take payment from you by card over the phone. We are PCI DSS compliant

which means we are authorised to take card payments over the phone, but, for your peace of mind, we do not retain card information.

By transfer - if you prefer you may transfer funds directly to our bank account:-

Barclays Bank Plc
Sort Code: 20-25-42
Acc No: 10028568
Acc name: Simpsons Removals & Storage Ltd
Swift: BARCGB22
IBAN: GB58BARC20254210028568

Please note: All deposit payments are non-refundable.

Paying for your storage

The options above apply equally to our storage clients, however, if your storage is medium to long term you may wish to set up a regular standing order through you bank or building society to settle your monthly account. If you would like to use this method please contact our office so that we can provide you with the precise amount. To ensure we can allocate the payments to your account make sure the reference box includes your surname and client ID number. Please note: if you do need access to your storage during the storage period we will need 24 hours notice excluding weekends/bank holidays to make your storage container available for you, and there will be an access fee of £75.00 per container plus VAT and insurance charged for this service.

Contacting us

Head office:
Phone: 01322 386969 or Freephone 0800 515930
Simpsons Removals & Storage Ltd
Blue Hawk House, Manor Way Bus Pk
Swanscombe, Kent DA10 0PP

Email: enquiries@simpsons-uk.com

Chesterfield:
Phone: 01246 852266 or Freephone 0800 515117
Simpsons Removals & Storage Ltd
Unit 2 Tupton Way
Holmewood, Chesterfield S42 5BX

Email: enquiriesmidlands@simpsons-uk.com

Finally

We hope the above has made things a little clearer for you and given you an idea of the standards you may expect from Simpsons Removals. Don't hesitate to contact us if you have any questions about our services, the quotation or just need additional information.