

Terms of Trade

Between

Moved Pty Ltd (ABN 15 635 645 751) of 13 Grandview Court, Hillside Vic 3037 (Us/We)

And

Customer: _____ (You)

of: _____

1. Service & Fees

- 1.1 You have requested our services as described in our written quotation provided to You.
- 1.2 The fees for our service have been specified in our written quotation provided to You, which is an estimate of the costs for our service as initially instructed by You.
- 1.3 The service we will provide You is limited to what has been agreed between Us and You, either verbally, by email or text messages.

2. Booking

- 2.1 To secure a booking, We require You to pay a deposit equal to 20% of the agreed fee for our service.
- 2.2 By signing this agreement or instructing Us to move your items, You are confirming your booking with Us.

3. Specialist Items

- 3.1 You must notify Us prior to your scheduled delivery date if You require us to move any of the following items:
 - (a) Double door or commercial refrigerator;
 - (b) Piano or piano organs;
 - (c) Items made of marble;
 - (d) Glass tabletops or glass cabinets;
 - (e) Pool or snooker tables;
 - (f) Large pot plants that have not been cleaned;
 - (g) Animal enclosures such as fish tanks and glass animal housing;
 - (h) Any items weighing more than 80kgs;
 - (i) Any items more than 3 metres in length; and
 - (j) Sensitive or delicate items such as fishing rods.
- 3.2 We reserve the right to refuse to move any of the above listed items if You fail to provide Us with prior notice as required by Us.
- 3.3 There may be additional charges for moving any of the items listed in clause 3.1.
- 3.4 Items We will not move for You:
 - (a) Grand pianos or pianolas;
 - (b) Commercial pool tables; and
 - (c) Any items weighing more than 350kgs.

4. Changes & Cancellations

- 4.1 We require 72-hours prior written notice to cancel a booking without You incurring a cancellation fee.
- 4.2 If You cancel a booking without providing Us with 72-hours prior written notice, your deposit of 20% will be forfeited as your cancellation fee.
- 4.3 Any changes You make to your booking must be provided to Us in writing. Any additional tasks that You require Us to perform as a result of any changes You make will incur additional charges.
- 4.4 You must agree to our additional charges before we approve any changes You make to your booking, either verbally, by email or text messages.

5. Our Responsibility

- 5.1 In performing our services, we will:
 - (a) exercise professionalism, due care and skill reasonably expected of Us;
 - (b) comply with all road and parking rules or regulations; and
 - (c) deliver your items to your instructed location free from damage or breakage.
- 5.2 If We damage or break any of your items while providing our service to You, we reserve the right to fix or repair your item(s) appropriately at our cost. You will allow us the first opportunity to fix or repair your item(s) before You attempt to arrange the item(s) to be fixed or repaired.

6. Your Responsibility

- 6.1 It is Your responsibility:
 - (a) to accurately advise us prior to your scheduled delivery date exactly what You require Us to move for You;
 - (b) to ensure that we have access to appropriate loading and unloading areas for our transport vehicles. We will not load and unload in areas that do not permit vehicles to be stationary for extended periods;
 - (c) to clearly mark or advise us of any items that are fragile, require extra attention or specific instructions for moving;

- (d) if We receive an infringement notice for parking in an area specified by You, You will be liable for paying the infringement notice; and
- (e) to ensure that all items that You require Us to move are ready to be immediately carried onto our transport, without the need for items to be disconnected or uninstalled.

6.2 Whilst We will endeavour to assist You in removing items from walls or ceilings, our staff are not electricians, handymen or plumbers. It is your responsibility to have any items that need to be disconnected or uninstalled to be completed by qualified trades people prior to your scheduled delivery date.

6.3 We reserve the right to refuse to proceed with your booking if We determine that the service You require Us to perform for You is too

dangerous and or does not accurately match the booking description You provided to Us.

7. Insurance

7.1 We are fully covered by common carrier's insurance including public liability.

8. Payment

8.1 Upon completing our service for You, We will issue You with an invoice, which must be paid in full upon completion of our service to You.

8.2 Payment can be made by cash or bank transfer.

8.3 If payment is made by bank transfer, You must provide confirmation to Us upon payment.

9. Termination

9.1 We may terminate this agreement effective immediately if You do not adhere to our terms of trade.

9.2 Upon termination, We will issue You an invoice for work already complete by Us, which will not exceed the agreed fee for our services.

Signing

I, the abovenamed customer agree to these terms of trade.

..... dated / /