

Yellow Moves Terms & Conditions

Yellow Moves offer Special rates for long term storage, but one month notice is required for vacating the storage unit, and the total discount will be billed to the customer's account.

The minimum hire is 3 hours on man & van service.
Rates are charged in half hour increments thereafter.

The minimum hire is 3 hours on driver & van service.
Rates are charged in half hour increments thereafter.

London congestion charge is payable by customers for each vehicle if we have to travel in to the congestion zone.

Customers are responsible to arrange parking .
Any parking fine incurred will be added to the final bill.

For customers who do not require our other services and only need boxes and packing materials, the minimum order to qualify for free delivery is £50.

Credit or debit card and 50% deposit are required to secure a booking. Payments will be processed on the completion of the job.

We do our best to meet the estimated time of our arrival but circumstances out of our control may cause delays. We do not offer discounts for lateness.

If you cancel a job within 24 hours of the start time, you will be charged 50% of the total quotation.

If you postpone a job within 18 hours of the start time, you will be charged 50% of the total quotation.

Any payment queries must be directed to our head office, 184 Shepherds Bush Road, London, W6 7NL. -Our staff do not have authorization to amend quotations or the sum due.

Storage payments are to be paid monthly in advance. We require debit card details on booking confirmation and the monthly charge will automatically be billed to your card on agreed date every month.

All our vehicles are insured for third party, fire and theft. Insurance for 'Goods in Transit' is the responsibility of the customers.

We do not cover breakage of owners packed goods or damage occurring in premises where the goods are stored, warehoused or temporarily housed in the course of transit.

Goods packed by customers are not covered under insurance policy, it can not be proven that items were in good condition before the removal. You are only fully covered if packing is performed by employed professional packers.

Any insurance claim must be made within 3 days of completion of removal.

We reserve the right to refuse or stop the job at any point if our staff are abused, verbally or otherwise.

We may use the personal information you provide to contact you by email, SMS, telephone and/or post in the future about Yellow Moves's work or services.

STORAGE Customers

- 1) Credit or debit cards and contact details must be provided on the day of signing this agreement.
- 2) All storage payments must be paid on the due date. Out of date payments will result £12.00 late payment fee.
- 3) If we do not receive your storage payment, we shall exercise our rights of removing your goods and disposing off them accordingly after 4 weeks.
- 4) We require 2 weeks' notice prior to vacating your non access & self-access storage facility.
- 5) £15.00 fee is applicable for self-access units where is required to cut your padlock to gain access.
- 6) For Non Access storage customers, storage content return/removal must be performed by Yellow Moves.
- 7) (Optional) Storage insurance cover is charged at £6.00 per £1000.00 of declared value.

You will be informed in advance of any increase in rates.
Your credit/debit card will be charged with the new rate accordingly.

Yellow Moves is a trading name for Quality Removal Limited. – Registered in England & Wales, Registration No: 7089043