



Dear Mr/Mrs. Aas,

Welcome to Pineapple, and we value your association.

Thank you for choosing Pineapple! Our mission is to safeguard both commercial and emotional values by safe & secure storage of the assets you love.

You have chosen the **Economic Package** of Household Goods Storage Services (HHG-Economy) including Packing & Transportation to our Pune Warehouse.

Your Packing & Transportation of HHG is scheduled on **15-09-2025**. Our Home Moving manager will contact you shortly. Please find below the details about your package.

In case of any queries, please call us on our call center number +91 7021810422 or email us at admin@pineapplebyele.com

Relocation Details - ID: 12345



From | Floor No: (2nd Floor)
Mumbai



To
Pune

Quotation

Monthly Storage Rent (1 month):	Rs: 1500
Per Month Storage Rent (1 month):	Rs: 1500
Additional Services (Packing / Loading – one time):	Rs: 200
Insurance Charges:	Rs: 100

Additional Inventory:	Rs: 200
Total Amount Due:	Rs: 2000

Inventory

Item Description	Qty
TV	1
Sofa	1

Quote Value (Services Covered)

- Skilled labour (as per availability) Packing of goods, Loading and unloading of goods

Packing material used (Economy Package)

- Fragile items - TV will be bubble wrapped Cargo / Stretch as agreed with the team
- Large Electronic Appliance - wrapped with Cargo / Stretch as agreed with the team
- Fixed Crates as per Room type / size (extra are charged). Loose items will be packed in plastic crates or carton boxes
- Furniture - wrapped with Cargo / Stretch as agreed with the team

Packing material used (Premium Package)

- Two to Three layered Packing depending on the type of article.

The below table is applicable only for our standard rates given for a fixed inventory and not applicable for customized packages and will vary on a case to case basis as decided by Pineapple.

Payment Terms:

25% Advance for Slot Booking

75% after completion of Packing

All payments only through DIGITAL PAYMENT channels. Payment link will be sent to you once it is due

Other Terms of Service:

- Quotation is based on inventory disclosed. Price might change based on actual number and volume of items received. Any increase in prices due to the last-minute change of inventory shall be borne by the customer. Customer is requested to make themselves aware of the inventory on which the current quotations are based on. The quotes are based on an algorithm considering cubic feet and distance.
- Transport charges apply only from the customer’s location to Pineapple warehouse. During goods delivery, we will take location, floor, and lift availability into account to estimate delivery charges, which must be paid in advance.
- The above quotes do not include any dismantling (Carpenter Work) and fittings of electrical or electronic appliances. Those charges would be extra if additional services, not mentioned in the email, are requested.
- Zero cancellation fees before 48 hours of pickup. If canceled within 48 hours, no refunds will be applicable.

- Our charges are fixed. What you see is what you pay. Prices are subject to revision if there is a change in location, service lift availability, or the final item list. Rates may also change based on the complexity of shifting or storing. These rates are valid for 48 hours.
- Lift to loading area distance cannot be more than 30 meters. After that, charges will apply based on storage charges. If a lift provision isn't available at all, staircase handling charges of INR 1500 per floor will apply.
- All our facilities are pest controlled, have adequate fire safety, and are insured against calamities. We will ensure all precautions are taken to secure your assets with zero liability for damages unless proven negligence is found.
- Storage charges will be applied in units of a month. For storage, the charge for the full month will apply even if the storage is for a partial month.
- Liquids, packed food or any sort of food items, edibles, flammable items, jewelry, cash, and valuables are not to be stored in the warehouse. Owners should ensure these are avoided, and Pineapple will take no responsibility for the same.
- Penal charges of 5% of the invoice value or INR 200, whichever is higher, will apply for delay beyond 5 days of default in payments from the date of the invoice or due date.
- If you opt for self-transportation to retrieve your items, mandatory handling charges will apply based on the volume of goods provided. These charges are applicable to facilitate the smooth retrieval process and ensure your items are handed over securely and in an organized manner.
- If you are looking for partial retrieval of more than 50% of items, the team will update the handover charges accordingly.
- All refunds will be settled within 7 working days.
- All society approvals and extension of timings at both unloading and loading locations are the responsibility of the customer. Any fees, such as society extension charges, parking charges, and society taxes, will be borne by the customer.
- The packing materials are Pineapple's property and will be taken back on the same day of unloading. If boxes are to be retained, a charge of Rs.120 per carton box for intracity (within city) and up to Rs.1200 per carton for intercity (depending on distance) will apply.
- The consignments accepted for dispatch through our trucks are carried entirely at the owner's risk. Customers are advised to insure the consignment.
- Neither of the parties shall be held responsible for any delays in consignment delivery arising out of reasons beyond their control, such as acts of God, political or general strikes, accidents, government interventions, priorities, or any other such delays not related to the actions of the parties.
- Mathadi (Union Labor & related) charges must be paid by the client and are not included in the quotation (Mumbai/Pune/Kerala and other locations, if applicable).
- AC assembling and dismantling charges are only service charges, and materials must be purchased separately, which is not inclusive of the quote. Assembling does not include pipes, gas filling, extra wiring, fittings, etc. These charges are to be borne by the customer. The above quotations cover complementary dismantling/re-assembling services of basic goods and furniture. Any advanced dismantling will be charged separately, as per actual, during unloading. Classification of such furniture is based on the consent of the partner and may include modular furniture, air conditioners, DTH antennas, water purifiers, geysers, wall-mounted cabinets, and wall-mounted TVs.
- Dismantling/re-assembling instruments that require the manufacturer's assistance must be handled by the customer.
- Proper pictures and videos should be taken before the handover of the vehicle, and all details must be mentioned in the Goods Consignment Copy or Lorry Receipt.
- The quotation excludes payment gateway charges. The charges will be extra and automatically calculated based on the payment method.
- The date of delivery mentioned is the minimum expected and maximum date of delivery. We will deliver your shipment within the mentioned timeline. The customer will be informed regarding the delivery of the shipment 24 hours (or before) prior to shipment delivery.

- By accepting the quotations, you accept the Terms and Conditions, Privacy Policy, Answers to FAQ, and Refund Policy of this service contract.

For any queries, contact us at [+91 7021810422](tel:+917021810422) or email at admin@pineapplebyele.com.

In case of any queries,

☎ + 91 7021810422 | ✉ admin@pineapplebyele.com



