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Page: House Moves | Short Distance, Local Movers | Movepal App | Movepal

Book a secure, insured and professional on-demand home move on the date that suits you best. Choose the Movepal team to match your moving needs and book it in minutes.

Every home move is different, which is why Movepal lets you choose the moving team you need.

See the all-inclusive price of our different moving teams before you choose and stay in budget

It's easy to find an insured, affordable, professional mover on the Movepal app: because they all are

Campus accommodation includes most of the basic furniture you'll need. So whether you're moving on or off campus, why should you fork out for a big removalist truck to get all your things moved?

Movepal has budget move options perfect for students:

Try booking a small Movepal van with 1 mover for just \$75 per hour.

It's time – you're ready for the next step. But how are you going to get all your things from two small apartments in different suburbs to one 2 bedroom townhouse?

With Movepal, it's too easy! Give us the first pick-up address and your delivery address. If you have an extra request or pick-up address, you can just leave us a note in the app.

Then book in a small Movepal truck +2 movers for just \$129 per hour.

It may not look like you have many things of your own yet, but your parents are probably going to start adding stuff to the pile on moving day: when reality finally kicks in.

Our advice? Reassure them you'll be visiting often and accept whatever they add to the pile.

And if you can help out a little, you most likely will still only need a small Movepal van + 1 mover for just \$75 per hour.

Request your move online or in our app. Choose your pickup and delivery destination, team, and your preferred date and arrival time.

Wait while we find the perfect team for your move. You will receive a notification to confirm your move is locked in.

Make sure you are prepared for you move or delivery

Track your move, chat with your mover and receive status updates.

Get furniture delivered to your home fast.

Choose a day or night that doesn't disrupt your business.

Too large to mail or pick-up, Movepal will get it there for you.

3/22 Kalimna AvenueMulgrave, VIC 317094 655 699 399

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Page: Movers & Furniture Delivery | Movepal

Movepal charges door-to-door with no call out fees or depot charges.

Choose a day or night that doesn't disrupt your business.

Get furniture delivered to your home fast.

Too large to mail or pick-up, Movepal will get it there for you.

From a few items to a three bedroom home.

Moving your furniture into or out of a storage facility.

Movepal charges door-to-door with no call out fees or depot charges.

Perfect for any home, office or furniture items delivery.

Track your Mover in the app and receive status updates on their progress.

Vetted, tested and insured movers ready to get you moving.

Request your move online or in our app. Choose your pickup and delivery destination, team, and your preferred date and arrival time.

Wait while we find the perfect team for your move. You will receive a notification to confirm your move is locked in.

Make sure you are prepared for you move or delivery

Track your move, chat with your mover and receive status updates.

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Page: How Movepal Works | Movepal

Use our online booking form or download our mobile app to request your booking. Select your pickup and delivery destinations, select the appropriate team, date and arrival time and tell us what you are moving. Download our easy to use app

Once you have requested your move we will get to work finding you the perfect match. You will get a notification once a team has been assigned to your move and it's confirmed.

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Once your move is confirmed you will be able to talk to your mover via SMS and phone call. We will mask your phone number to protect your privacy.

In our mobile app you will be able to track your team from the time that they are on the way to your pickup location until they complete your move and the delivery destination. Our app will show real-time updates including team location and duration of the move.

When we have completed your move, we will ask you to rate your moving team and let us know how it went. We will use this feedback to ensure a high standard of service. Your feedback also supports us and our many professional removalists.

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Terms of Use

Page: Large Item Deliveries | Short Distance Movers | Movepal

Movepal helps you move large items locally, like couches, fridges, beds and more. Book an on-demand professional pick-up and delivery at a time that's most convenient for you!

See the price of your move before you book. No surprises!

Request a move time that's convenient for you.

All trained and vetted by our experienced Movepal team.

Your friend wants to give you their old fridge, but how are you going to get it home? Perhaps you can book a moving company in advance, but they usually have a two hour minimum. Or you can hire a ute or van for \$60+ per day, buy a trolley for \$20+, get friends to help lift and still end up with a back injury!

How did this get so complicated?

Movepal makes it simple:

Book a Movepal ute + 1 professional mover to deliver it same-day for \$75 per hour.

You've got a rush order for a legacy client to deliver 800 shirts in 3 hours. But your car is not big enough and if you do multiple trips, you won't get all the boxes there in time!

Movepal makes it easy:

Order a small Movepal van + 1 mover for immediate pick-up for just \$79 per hour.

The store can't deliver your new 3 seater couch till next Wednesday sometime between 8am - 12pm. Taking a whole morning off work for a couch delivery won't fly with your boss. So how can you get it home?

Movepal can work around your schedule!

Request a big Movepal van + 2 movers for an evening delivery for just \$109 per hour.

Website: movepal.com.au

Request your move online or in our app. Choose your pickup and delivery destination, team, and your preferred date and arrival time.

Wait while we find the perfect team for your move. You will receive a notification to confirm your move is locked in.

Make sure you are prepared for you move or delivery

Track your move, chat with your mover and receive status updates.

From a few items to a three bedroom home.

Too large to mail or pick-up, Movepal will get it there for you.

Get furniture delivered to your home fast.

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Page: Movers & Furniture Delivery | Movepal

1. Definitions

In these conditions:

1.1 “We” means the Mover that has accepted your request to move the Goods on the App and “Us” and “Our” have corresponding meanings;

1.2 “You” means the Customer that has requested the Services on the Movpal App which We have accepted and in doing so enters into this agreement for Services with Us and “Your” has a corresponding meaning;

1.3 “App” the application platform of Movpal Pty Ltd that enables You to connect and contract with Us for performance of the Services,

1.4 “Goods” means all furniture and other effects which are to be the subject of the Services including but not limited to packaging, boxes, pallets, containers or other devices/materials used to protect and/or carry the goods provided by You for the Services;

1.5 "Item" means a single piece of furniture or the sum of the parts of a piece of furniture.

1.6 “Services” means the whole of the work to be undertaken by Us in connection with moving the Goods.;

1.7 Words in the singular include the plural, and words in one or more genders include all genders and words importing a person, include firm, corporation or other entity where appropriate.

2. We are not Common Carriers

WE ARE NOT COMMON CARRIERS AND ACCEPT NO LIABILITY AS SUCH. We reserve the right to refuse at our sole discretion to provide Services for any particular person and any goods or classes of goods.

3. Your Obligations and Warranties

3.1 Information supplied by You. You warrant that any specific detail and information which You have provided to Us as required on the App and on which We have reasonably relied in assessing any quotation or estimate of the resources necessary to carry out the work is accurate and sufficient to perform the Move.

3.2 Owner or Authorised Agent. You warrant that, in entering into this agreement, You are either the owner of the Goods, or the authorised agent of the owner entitled on its behalf to consign the goods upon and subject to

the terms of this agreement.

3.3 Presence at Loading/Unloading. You will ensure that You or some person on your behalf is present when the Goods are loaded or unloaded.

3.4 Adequacy of Packing/Suitability of Good for Services. You warrant that the Goods are adequately packed (if packed by You and not Us) and suitable for the Services contracted. You warrant the accuracy of all markings and brandings of the Goods, descriptions, values and others particulars furnished to Us for the Services.

3.5 Dangerous Goods. You warrant that the Goods do not include any firearms or goods which are or may become of a dangerous, corrosive, highly combustible, explosive, damaging or noxious nature nor likely to encourage any vermin or pest unless You have disclosed to Us in writing the presence and nature of any such items prior to them being made available to Us for loading. We may refuse to remove such items. If We discover any article or substance of this nature after the Goods have been received by Us, We may take any reasonable action, including destruction or disposal, as We may think fit without incurring any liability to You.

3.6 Value of Goods. You warrant that you will not request Our Services in respect of moving the Goods where their value is greater than \$1,000 for your request to move a single item and \$10,000 for your request to move multiple items. If you do, You warrant that You will not make a claim against us or hold Us responsible or liable in any way and will indemnify us for any loss, damage, expense or liability occurring as a result of the provision of Our Services in relation to such items.

3.7 Fragile Goods and Valuable Items. You will, prior to the commencement of the Services, give to Us written notice of any Goods which are of a fragile or brittle nature and which are not readily apparent as such, or which are unique and valuable such as jewellery, precious objects, works of art, money, financial instruments, collections of items or precision equipment in any case having a value in excess of \ \$1,000. If you do not, You warrant that You will not make a claim against us or hold Us responsible or liable in any way and will indemnify us for any loss, damage, expense and/or liability occurring as a result of the provision of

Our Services in relation to such items.

3.8 Goods Left Behind or Moved in Error. You will ensure, to the best of Your ability, that all Goods to be removed are uplifted by Us and that none is taken, or left behind, in error.

3.9 Plumbing and Electrical Work. You acknowledge and warrant that You are contracting our Services to Move the Goods and that We are not experienced plumbers or electricians. Should you request Us, or should we reasonably be required, to disconnect or reconnect any Goods or any items from or to any service for the purpose of Us performing the Services, You warrant that any loss and/or damage or other incident occurring as a result of such work is for Your account, responsibility and/or liability. You warrant that You will not make a claim against us or hold Us responsible or liable in any way and will indemnify us for any loss, damage, expense and/or liability occurring as a result of the provision of such work.

4. Mode and method of Services and Subcontractors

4.1 Mode and method of Services. We shall be entitled to arrange or perform the Services by any reasonable method, mode, means or route (having regard to all the circumstances including the nature and destination of any other goods being carried on or in the conveying vehicle).

4.2 Liability of Employees. Every one of our employees and agents shall have the benefit of all provisions herein benefiting Us as if such provisions were expressly for their benefit and in entering into this agreement, We, to the extent of these provisions, do so not only for Us, but also as agent and trustee for such parties who each shall to that extent be deemed to be parties to this agreement.

5. Delivery

5.1 Delivery. We shall not be bound to deliver the Goods except to You, the owner if You are acting as agent for the owner or a person that has been authorised by You to receive the Goods. If We cannot deliver the Goods either because there is no authorised person there to receive them on Our arrival, or because We cannot gain access to the premises, or for any other reason beyond Our control, We will be entitled to deposit the Goods into a warehouse at your risk and expense and will be entitled to charge You for additional amounts in respect of the storage, further transport and related expenses and for the subsequent re-delivery of the Goods.

6. Fees, Charges and Payments

6.1 Fees/Charges. Our fees and charges will be paid by You upon our completion of the Services on delivery as provided for in the above provision in accordance with Clauses 5 and 15 of the Movepal terms and conditions.

7. Loss or Damage – Private Removals and Storage

7.1 Australian Consumer Law. Except where the Services are required by You for the purposes of a business, trade, profession or occupation in which You are engaged, this agreement will be subject to the guarantees set out in sections 60, 61 and 62 of the Australian Consumer Law (as enacted as Schedule 2 of the Competition and Consumer Act 2010 (“CCA”)) being, in particular, a guarantee that the Services will be rendered with due care and skill, and the following conditions of this clause 8 will apply.

7.2 Exclusion of Liability. We will not be liable for any loss or damage nor any delay which results from any cause beyond Our control.

7.3 Damage to Goods – Packaging. If the Goods sustain damage by reason of defective or inadequate packing or unpacking, and the packing or unpacking (as the case may be) was not undertaken by Us. We will not be liable.

7.4 Damage to Goods – Inherent Risk. Certain goods (including electrical and mechanical appliances, computer equipment, scientific instruments and certain musical instruments) are inherently susceptible to suffer damage or disorder upon removal. Unless that damage or disorder results from the want of due care and skill on Our part, We will not be liable.

7.5 Notification of Claims. Any claim for loss or damage under this clause 8 is to be notified by You to Us on the App within 7 days after the date of delivery. We will have the best chance of locating any misplaced items, or ascertaining the cause of damage, if that notification is given to Us within 2 working days.

7.6 Maximum Value of Goods. In any claim for loss or damage under this clause 8, any estimate of the value of the Goods which

You have provided to Us, whether for the purposes of insurance or otherwise, will be prima facie evidence

that the total value of the Goods did not exceed that estimate at the time of loss or damage.

7.7 Liability. In all cases where liability cannot be excluded or limited by this agreement for breach of any condition or warranty in

respect of the Services pursuant to statute or otherwise, Our liability is limited to Us providing supply of the Services again or the payment of the cost of having the Services supplied again as determined at our sole discretion.

7.8 Consequential Loss. Without limiting the generality of the foregoing, We shall in no circumstances be liable for loss or damage other than the Goods, including direct, indirect or consequential loss or damage including but not limited to loss of market, loss of profits, loss of contracts howsoever caused, unless We actually knew that such loss or damage could be incurred.

7.9 Indemnity. You will indemnify Us in respect of any claim, loss, damage, cost, expense and/or liability incurred by Us as a result of Your breach of the terms, conditions or warranties of this agreement.

7.10 Timebar. Any right You may have against Us will be extinguished in relation to any claim where You do not commence legal proceedings against Us within 6 months from the date of this contract.

8. Loss or Damage – Commercial Removals and Storage

8.1 Application. If the Services are required by You for the purposes of a business, trade, profession or occupation in which You are engaged, the following conditions of this clause will apply.

8.2 Notification of Claims. Notice of Your claim against Us must be given by You to Us in writing within 7 days of the date of delivery or, in the case of loss, the date upon which the Goods would ordinarily have been delivered, failing which We will have no liability.

8.3 Liability. Subject to the terms and conditions of this agreement and mandatory applicable statute, convention or law, Our Services are supplied at Your risk and We are not liable for any loss or damage suffered by You or any other person, howsoever caused or arising from acts or omission of Us, Our employees, agents or otherwise, whether:

(a) arising from an authorized or unauthorized act or contemplated or un contemplated act under this

agreement;

(b) caused by a breach or fundamental breach of contract, breach of bailment, negligence, recklessness, willful misconduct and/or any other cause whatsoever;

8.4 Limitation of Liability. In all cases where liability cannot be excluded or limited by this agreement for breach of any condition or

warranty in respect of the Services pursuant to statute or otherwise, Our liability is limited to Us providing supply of the Services again or the payment of the cost of having the Services supplied again determined at our sole discretion.

8.5 Consequential Losses. Without limiting the generality of the foregoing, We shall in no circumstances be liable for loss or damage other than the goods, including direct, indirect or consequential loss or damage arising from the Services including but not limited to loss of market, loss of profits, loss of contracts howsoever caused.

8.6 All Causes of Action. The rights, immunities, defences and limits provided for in these conditions shall apply in any action against Us for loss or damage whether the action be founded in contract, bailment, tort, statute or otherwise notwithstanding any breach of any term or fundamental term of this agreement.

8.7 Indemnity. You will indemnify us in respect of any claim, loss, damage, payment, fine, expense, duty, tax, impost, outlay, cost or other liability incurred by us howsoever caused or incurred in connection with the Services or as a result of Your breach of any of the terms, conditions and/or warranties of this agreement.

8.8 Timebar. Any right You may have against Us to any legal remedy shall be extinguished unless legal proceedings are brought against us within 6 months from the date of this contract or the date the Services were completed or the date the Services should have been completed, whichever date occurs first.

8.9 Small Business. If You are a “Small Business” and this agreement is a “Small Business Contract” as defined under Schedule 2 of the CCA, the parties to this agreement agree that:

(a) Our right to limit or exclude liability as aforesaid is based on a low cost rate service. Accordingly, You should obtain your own insurance to cover any loss or damage resulting from our Services.

(b) Your indemnity referred in clause 8.7 above will not apply to the extent that the claim, loss, damage, payment, fine, expense, duty, tax impost, outlay, cost or other liability incurred by us resulted from the negligence, recklessness or willful misconduct of the Company, its servants or agents.

(c) The wording of the consequential loss clause 8.5 will replace the wording in clause 8.4 above

(d) The wording of the timebar clause 8.8 will replace the wording in clause 8.7 above.

8.10 Computer, Printers, Servers. If you are requesting the Move of computers, printers and/or servers, you warrant that any loss and/or damage or other incident occurring during the Services will be for Your account, responsibility and/or liability. You warrant that You will not make a claim against us or hold Us responsible or liable in any way and will indemnify us for any loss, damage, expense and/or liability occurring as a result of the provision of Our Services for such Goods.

9. Insurance

9.1 Insurance. Other than the marine cargo insurance (Transit Insurance) arranged for the Customer pursuant to the App and given Our rights to limit and/or exclude liability herein, you should seek you own insurance cover for any loss or damage you may incur.

10. Applicable Law and Jurisdiction

10.1 Applicable Law and Jurisdiction. Any interpretation of, or dispute arising under, this Agreement shall be governed by the laws

of, and shall be determined exclusively by the courts of, the place in which the Services are performed.

11. Instructions/Representations

11.1 Instructions. By requesting Us to supply the Services pursuant to the App and agreeing to Our terms and conditions therein, You are bound by these terms and conditions on Our acceptance to perform the Service on the App.

12. Representations

12.1 Representations. By accepting the terms and conditions herein, You agree that you did not rely on any representation, promise, warranty or condition by Us not expressly made (in writing) part of this contract.

13. Severance & Waiver

13.1 Severance. It hereby agreed that if any provision or part of any provision of this contract is unenforceable, such unenforceability shall not affect the application of any other part of such provision or any other provision hereof.

13.2 Waiver. Should We elect not to exercise any of Our rights under this contract, under any other contract/agreement or under law, such election shall not constitute a waiver of any rights We may have against You.

14. Inconsistency & Priority

14.1 Inconsistency. To the extent of any inconsistency, these terms will prevail over any other terms or a part thereof issued by Us or You.

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Page: Small Office Movers | Office Furniture Deliveries | Movepal App | Movepal

Movepal makes moving office so easy! Choose your day, choose your time, choose your team, see your low price and book it in on the mobile app in just a few minutes. All moves already include insurance, all extras, GST, and there are no depot charges.

Whether you just need a big van for a single, mini-office move or a big truck for a company, Movepal lets you choose the right team for your needs.

Movepal's on-demand moves means you can choose the perfect move day and time for your business: get it done right now or on Sunday evening!

Movepal's transparent prices include GST, moving insurance, all extras and there are no call out fees. And you can see your price before you book

You might only have a small office space in the perfect location, but you still need to keep all your paperwork somewhere - for 7 years. An easy way to make space and find your desk again is to put your archives and Christmas sales paraphernalia into storage.

With Movepal, delivering your archives to your storage unit is cheap and easy: your Movepal mover can load all your archives into a van and deliver them right into your storage unit.

Hire a small Movepal van + 1 mover for just \$79 per hour.

For a small office, Movepal can keep your moving costs low and move you on-demand after business hours. If you're expanding, you can even get Movepal to deliver additional furniture on-demand directly from the furniture store!

For a small office of up to 5 people, choose a small Movepal truck + 2 movers for \$129 per hour.

Someone in the marketing department had a bright idea. Someone in the logistics department needs to make it happen! Either way, getting all your product samples, tables, props, promotional material and the booth itself

on-location, and on time, can be a mammoth task.

Unless you book an on-demand Movepal delivery.

For a small-medium booth, book in a big Movepal van + 2 movers for \$109 per hour, all-inclusive.

Request your move online or in our app. Choose your pickup and delivery destination, team, and your preferred date and arrival time.

Wait while we find the perfect team for your move. You will receive a notification to confirm your move is locked in.

Make sure you are prepared for you move or delivery

Track your move, chat with your mover and receive status updates.

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Too large to mail or pick-up, Movepal will get it there for you.

From a few items to a three bedroom home.

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No worries, it's very simple. You can book online or through our mobile app. [Learn how Movepal works](#)

For any emergencies please do not hesitate to call us on 1300 007 725 [Get in touch](#)

For any other issues, visit our help center or send us an email to support@movepal.com.au

How do I know I can trust the movers on the Movepal app?

All drivers are assessed, rated, vetted and insured before being approved as movers on the Movepal app.

Only the best removalists are approved Movers.

The Movepal platform is there to support you and your Mover before, during and after your move.

Multiple Pick Up Addresses

Yes, Movepal can do multiple pick-up addresses and no, it's not as uncommon as you might think. But when you're booking a move on the Movepal app, the estimate only lets you put in one pick-up address and one delivery address.

That's because your moving estimate won't change if you have more than one pick-up address: Movepal prices are by the minute with a one hour minimum, starting from the time they arrive at your first pick-up address and finishing when they've delivered the last item. No matter how many pick up addresses.

So how do you book it in? That's easy: just put the first pick-up address in the pick-up field, the final delivery address in the delivery field and choose your arrival time and moving team. Then, when you're asked for additional notes, you include the details of your second pick-up address in the notes field, along with any other points you think the movers should be prepared for, ie. any particularly heavy or precision items.

What is Movepal?

Movepal is an evolution in moving and large item delivery! It's essentially an app that lets you book a secure, insured and professional move for a set, low price in just a few minutes. Inside the free app you choose the Movepal moving team according to the truck, team and price. You can even decide on a moving time that's more convenient for you, whether it's same day or weeks later. Then one of the hundreds of vetted and checked Movepal movers who are available and can meet your requirements will accept your move.

Why is Movepal so much less expensive than other moving companies?

You are not charged any call out fees or depot travel to and back fees.

Your Mover has their own truck so you don't have to pay for the Mover to check in and out of a depot before or after your move.

Movepal is a platform that connects you with your Mover. The high costs with running a typical moving company are not necessary on this platform.

How many removalists do I need?

Movers are teams made up of 1 man and his Van or 2 men and their truck.

Choose 1 man for boxes and bags and small furniture items like chairs and side tables.

2 men can usually lift most furniture items as long as the access is good and the items are not too heavy. Be sure to take pictures of any items or access that may be difficult for 2 men.

Contact Movepal Support if you are unsure how many men is best for your move.

Can I ride in the vehicle with the Mover?

Our Movers are not insured to give lifts to customers.

How do I request for the same movers as my previous move?

You can add that request when you fill in the details of your move. However the mover you used previously may not be online at the same time that you are booking your move.

Are the removalists professional and trained?

All Movers have to pass the strict Movepal skills assessment protocol before they can be an approved Mover on the app. Movers are rated by customers after every move. If a Mover dips below a 4-star average, the Mover is required attend a Movepal skills-refining course.

Can I help with my move?

If you want your move to go quicker, you are welcome to assist your Mover with your move. It is your responsibility to ensure you are sufficiently fit and able and agile and up for the task.

Be mindful that your Mover is used to working as a finely tuned team and that sometimes your move will go quicker if you don't help.

Do I need to organize a parking permit for the truck?

If you live in the CBD, it's a good idea to book a parking permit for the truck. Melbourne CBD requires you to book at least 5 business days in advance. Book 1 parking space for a van or small truck and 2 parking spaces next to each other for a medium truck and 3 for a big truck.

If you are not able to book a permit in time, your Mover can park his truck as close as possible to your entrance.

What happens if my Mover can't find any parking close to my address?

The move will try to find the closest parking spot near your address. It's a good idea to try to secure that parking prior, either by parking your own cars there or discussing with your neighbours.

Do I need to book the lifts for my move?

Most apartment buildings require you to book the lift for your Mover.

Check with your building manager for the time slots and rules around booking the lift.

What happens if everything doesn't fit in the truck?

As every move is unique, each 1 , 2 or 3 bedroom home has a different amount of contents. It's a good idea to upsize your truck choice if you think you have more stuff than the usual. Your Mover can always do more than 1 trip if everything doesn't fit. If you are moving across town or if you have tight time constraints or same day property settlements , it's a good idea to book a bigger truck just in case. Chat to us first if you are unsure.

How do the Movers protect my flooring?

Your mover can protect your wooden floorboards or carpet using pads.

Can the Movers take their shoes off when they are inside my home?

Your Mover will be carrying items in and out your home. Due to strict OH&S laws, your Mover must wear appropriate footwear at all times, therefore they will not be able to remove their shoes.

What equipment do the Movers have in their truck?

All Mover's trucks are equipped with; furniture blankets and stretch wrap, tie-down straps, trolleys, tools for basic furniture dismantling and assembly.

What happens if it rains on my move day?

Movers will be used to moving in any weather. If its raining on your move day, your Mover will do their best to protect your items from getting wet. It's a good idea to secure a parking for the truck that's very close to your entrance and have plenty of internal and external door mats.

Are my Movers insured?

All Movers are covered under Movepal Group Mover Insurance for Transit Insurance and Public and Products Liability. Check out Movepal Insurance for full terms and conditions.

Do I have to pay extra to insure my goods during my move?

All moves have complimentary Movepal Insurance for accidental damages to your goods by your mover. You don't need to pay anything extra to insure your goods. This complimentary insurance is limited up to \$10,000 per move and \$1,000 per item.

Your mover will be responsible for paying the \$200 excess for your claim. If the value of your goods is higher than the complimentary limit, be sure to take out additional insurance or don't include those items in your move. Check out the full terms and conditions for Movepal Insurance.

What happens if the Movers damage my furniture?

You have complimentary Movepal Insurance cover for your move. If a mover accidentally damages your goods, you can claim through Movepal Insurance up to a maximum of \$10,000 for your move or up to \$1,000 per item.

Your mover is responsible for contributing the first \$200 of your claim. Be sure to check out Movepal Insurance for the full terms and conditions of this complimentary insurance.

What happens if there is property damage during my move?

All movers are insured for Products Liability up to \$20,000,000 in case of property damage. The mover is

responsible for the \$200 excess.

What happens if someone is injured during my move?

All movers are insured for Public Liability up to \$20,000,000 in case a third party is injured. This insurance does not cover the mover if he is injured.

Can my Movers provide me with a Public Liability certificate?

All the movers will have Movepal Public Liability certificates. If you require one, please contact Movepal Support and a copy will be sent to you.

Do my Movers have WorkCover insurance?

All approved Movers are required to have WorkCover insurance.

Can I ride in the vehicle with the Mover?

Our Movers are not insured to give lifts to customers.

How do I wrap my cutlery?

Nobody wants to open up the box marked 'cutlery' to find it in total disarray, a minefield of sharp edges and rogue spoons. This, can be avoided with one simple packing hack. You will need: butchers paper, packing box, and a marker.

Make up the box and place a sheet of paper at the bottom of the box to seal it. Next choose a category (i.e. forks) and lay them flat. Then use another piece of butcher's paper to cover the forks, and a marker to label the paper with 'forks'. Repeat this same process with all cutlery types. Give your sharp knives an extra individual wrap around the sharp edges before layering.

But that's it, a simple and easy hack for keeping your cutlery order from start to finish of your move.

How do I pack my fragile items into boxes?

Tape bottom long seams together with 2 tape strips ending half way up the box.

Use liberal amounts of white packing paper sheets for breakables or fragile items. Scrunch balls within the box on bottom, sides, top and in between the items. Use 1 or more sheets to individually wrap items. For stem glasses, pack stems facing up. For plates and bowls, wrap snugly in bundles and pack on their sides. Use extra

scrunch balls to buffer delicate items.

Tape top of box long seams together with 2 strips of tape. Label the box with room designation and basic list of contents.

TIP: Always pack heavy items on the bottom and light items on the top.

Do you deliver boxes?

We don't deliver boxes but you are welcome to pick up boxes from Movepal assessment and training depots.

Boxes can also be bought from your local Bunnings. Buy Moving & Packing Boxes

What type of boxes are best for moving?

Always try to use proper removals boxes. They are designed to safely contain your small effects and they are uniform sizes which makes it easier and safer for your Mover to carry/trolley and stack and load, and so making your move go quicker!

Can my Movers pack my boxes?

Movers are not insured to help you pack your boxes. Ensure you have packed up all your small items into boxes before your Mover arrives for an efficient move. If your Mover has to wait for you to finish packing your boxes, this will make your move take longer.

Can my Movers unpack my boxes?

Movers are not insured to unpack your boxes. You can tell your Mover where you want your boxes to be placed to make it easier for you to unpack them.

How do I delete my account

Please contact us at support@movepal.com.au if you would like to delete your account. We will delete all personal data but might have to keep some records for legal reasons

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Movepal Pty Ltd ACN 623 987 066 (“we”, “our” or “Movepal”) is committed to protecting the privacy of all visitors to our website movepal.com.au and all visitors who access our website or services through any mobile application (together, “Website”).

We manage the personal information collected from you in accordance with all applicable privacy legislation in Australia.

Please read the following privacy policy which sets out the rights and obligation that both you and Movepal have in relation to your personal information and how We handle and protect your information.

By visiting or requesting services on this Website, you accept and agree and where required you consent to the collection, use and disclosure of your personal information as set out in this privacy policy.

1. INFORMATION THAT WE COLLECT FROM YOU

a. When you visit the Website or make a Movepal move request through the Website, you may be asked to provide information about yourself including your name, address(es), telephone number(s), electronic address(es) and other contact details and payment information such as credit or debit card information. We may also collect transaction details relating to your use of our products, services or benefits, and information about your usage of the Website and information about you from the messages you post to the Website and the e-mails or letters you send to us.

b. By accessing Movepal information and/or services using mobile digital routes such as (but not limited to) mobile, tablet or other devices/technology including mobile applications, then you should expect that Movepal’s data collection and usage as set out in this privacy policy will apply in that context too. We may collect technical information from your mobile device or your use of our services through a mobile device, for example, location data and certain characteristics of, and performance data about your device, carrier/operating system including device and connection type, IP address, mobile payment methods, interaction with other retail technology such as use of NFC Tags, QR Codes or use of mobile vouchers. Unless you have elected to remain anonymous through your device and/or platform settings, this information may be

collected and use by us automatically if you use the service through your mobile device(s) via any Movepal mobile application, through your mobile's browser or otherwise.

c. We also collect personal information through our related bodies corporate, our business partners, and third parties who supply services to us.

d. We will not collect sensitive information from you or any third party.

From time to time, you may provide us, and we may collect from you, personal information of a third party (for example, for delivery purposes). Where you provide the personal information of a third party, it is your responsibility to ensure that those persons are aware of this Privacy Policy, understand it and agree to accept it.

f. You do not have to provide us with any personal information, however if you do not do so we may not be able to provide you with the products, services or benefits you have requested.

2. USE OF YOUR INFORMATION

a. Your personal information will enable us to provide you with access to the relevant parts of the Website and to supply the services you have requested. It will also enable us to bill you and to contact you where necessary concerning our services. We will also use and analyse the personal information we collect so that we can administer, support, improve and develop our business, for any other purpose whether statistical or analytical and to help us prevent fraud. Where appropriate, now and in the future you may have the ability to express your preferences around the use of your data as set out in this privacy policy and this may be exercised through your chosen method of using our services, for example mobile, mobile applications or any representation of our Website.

b. We will use the personal information we collect for the purpose disclosed at the time of collection, or otherwise as set out in this privacy policy. We will not use your personal information for any other purpose without first seeking your consent, or where authorised or required by law.

c. We may use your personal information to contact you for your views on our services and to notify you occasionally about important changes or developments to the Website or our services.

d. Where you have indicated accordingly, you agree that we may use your personal information to let you know about our other products and services that may be of interest to you including services that may be the subject of direct marketing and we may contact you to do so by post, telephone, mobile messaging (e.g. SMS, MMS etc.) as well as by e-mail or social media.

e. Where you have indicated accordingly, you agree that we may also share personal information with third parties (including those in the logistic, transportation, marketing and advertising sectors) to use your information in order to let you know about goods and services which may be of interest to you (by post, telephone, mobile messaging (e.g. SMS, MMS etc.) and/or e-mail or social media) and to help us analyse the information we collect so that we can administer, support, improve and develop our business and services to you.

f. If you do not want us to use your data in this way or change your mind about being contacted in the future, please let us know by using the contact details set out below, amending your profile accordingly, and/or via the unsubscribe function made available to you with each direct marketing communication.

g. Please note that by submitting comments and feedback regarding the Website and the services, you consent to us to use such comments and feedback on the Website and in any marketing or advertising materials. We will only identify you for this purpose by your first name and the city in which you reside.

3. DISCLOSURE OF YOUR INFORMATION

a. Third parties process personal information such as credit card payments and provide support services related to payments for us. In addition, we may need to provide your information to that third party. By submitting your personal information, you agree to this transfer, storing or processing. Movepal will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

b. If you have consented we may allow carefully selected third parties, including marketing and advertising companies, our affiliates and associates, to send direct marketing to you occasionally about services that may be of interest to you. They may contact you by telephone, SMS as well as by e-mail. If you change your mind about being contacted by these companies in the future you may opt-out of receiving this information through

the unsubscribe function that will be made available to you with each direct marketing communication.

c. If our business enters into a joint venture with, purchases or is sold to or merged with another business entity, your personal information may be disclosed or transferred to the target company, our new business partners or owners or their advisors.

d. We may use the personal information that you provide to us if we are under a duty to disclose or share your personal information in order to comply with (and/or where we believe we are under a duty to comply with) any legal obligation; or in order to enforce our Website Terms and any other agreement; or to protect the rights of Movepal. This includes exchanging information with other companies and other organisations for the purposes of fraud protection and prevention.

e. Some countries may not have the same or substantially similar privacy laws as those set out in this privacy policy and the Australian Privacy Principles. We may not require organisations to which we disclose personal information in those countries to comply with similar privacy laws, and accordingly your personal information may not receive the same protections that it would in Australia.

f. By providing your personal information to us, you consent to our disclosure of your personal information to organisations in those countries even though it may not receive the same protections that it would in Australia. You may request us not to transfer your personal information to the countries listed above, but if you do so we may not be able to provide the services or products you have requested from us.

4. SECURITY AND DATA RETENTION

a. We take steps to protect your personal information from unauthorised access and against unlawful processing, accidental loss, destruction and damage. We will keep your personal information for a reasonable period or as long as the law requires.

b. Additionally, we take reasonable steps to destroy or permanently de-identify personal information when we no longer need it.

c. Where you have chosen a password which allows you to access certain parts of the Website, you are responsible for keeping this password confidential. We advise you not to share your password with anyone.

d. Unfortunately, the transmission of information via the internet is not completely secure. Although we will take steps to protect your personal information, we cannot guarantee the security of your data transmitted to the Website and do not accept responsibility for the security of information you send to or receive from us over the internet, or for any unauthorised access or use of that information. Any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

5. ACCESSING AND UPDATING

a. We will take reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date. If your personal details change, such as your address or phone number, please let us know by using the contact details set out in our Website or by amending your profile accordingly.

b. You have the right to see the personal information we hold about you (“Access Request”) and to ask us to make any changes to ensure that it is accurate and up to date, unless an exception under the applicable privacy legislation in Australia applies. applies. If you wish to do this, please contact us using the contact details set out below. In the event that you make an Access Request, we may charge a fee for retrieving this information, in which case we will inform you of the fee and obtain your agreement to that fee before providing the information.

c. We will promptly acknowledge and investigate any complaint about the way we manage personal information.

6. COOKIES

a. Our Website uses cookies to track user traffic patterns and to better serve you when you revisit a website. A cookie is a small data file that a website may write to your hard drive when you visit it. A cookie file can contain information, such as a user ID which the website uses to track the pages you have visited. You can refuse all cookies by turning them off in your browser. However, full functionality for our websites requires the use of cookies.

b. Information is also generated whenever a page is accessed on our website that records information such as

the time, date and specific page. We collect such information for statistical and maintenance purposes that enables us to continually evaluate our website performance.

7. CHANGES TO OUR PRIVACY POLICY

Any changes to our Privacy Policy will be posted to the Website and, where appropriate, through e-mail notification.

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Set your own schedule and work every day of the week or only on the weekends. You choose.

Get paid within 48 hrs directly into your nominated bank account. All the admin is done for you on the app.

After every move, customers rate your moving skills on the app. All Movepal Movers must maintain a minimum average score of 4 stars.

After starting the application process, you'll need to pass a background check. Processes for mover background checks vary by state and we will help you with the process.

So our customers know that they are getting an experienced mover, we'll put you through our challenging Movepal Circuit assessment so you can strut your stuff and show us how well you lift and move. Of course, your awesome customer reviews that follow will be proof enough!

If you are new to the game, you can attend our Movepal training courses to get you ready. We can teach you by the best in the biz to be the best in the biz!

[View our vehicle requirements](#)

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Page: Marketplace Deliveries | Online Furniture Deliveries | Movepal App | Movepal

Working late? Can't leave the kids? Buy large items online and book the pick-up / delivery on your mobile phone for a time that suits the seller - and you!

Get purchases delivered for a reasonable price

Choose a delivery time that suits your busy schedule

Get purchases delivered and positioned where you want inside your home

You found the perfect vintage 2 seat leather sofa on Gumtree that'll define your living room. But how'll you get it home in your fuel-efficient hatchback?

Movepal cuts out the hassle!

Schedule 2 Movepal movers + small van for just \$99 per hour.

Your kids are at camp for the week: Bliss! But on Tuesday your washing machine kicks the bucket and you know what's coming home on Friday: loads of laundry! So you jump online and find a mint machine for just \$200 – but how to get it home and set up in time?

No worries:

Book a small Movepal van + 1 mover for just \$79 per hour and get it delivered same-day!

You've just split up, packed your case and moved out. But if that isn't depressing enough, you don't even have a bed to sleep on! So you get on Facebook, find a king bed and mattress nearby, but now you can't get it home. When will it end?

Well, at least Movepal is there for you!

Website: movepal.com.au

Order a big Movepal van + 2 movers and get your king bed delivered by 8pm!

Request your move online or in our app. Choose your pickup and delivery destination, team, and your preferred date and arrival time.

Wait while we find the perfect team for your move. You will receive a notification to confirm your move is locked in.

Make sure you are prepared for you move or delivery

Track your move, chat with your mover and receive status updates.

From a few items to a three bedroom home.

Movepal charges door-to-door with no call out fees or depot charges.

Choose a day or night that doesn't disrupt your business.

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We'd love to hear from you and we'll try to get back to you within 24 hours. Please give us a call or send us an email.

3/22 Kalimna Avenue,Mulgrave 3170 VIC

1300 007 725

support@movepal.com.au

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Page: Home Deliveries | Big Deliveries On-Demand | Movepal App | Movepal

You saw it, you like it, you bought it. And Movepal can get it home delivered today. No more checking when, or if, the store can deliver: on-demand store deliveries are now available at your command.

It's too big for your car, but you bought it today. You want it today. Movepal can deliver it today!

Your new purchase will be secured, protected and your delivery automatically includes moving insurance.

Get it delivered on-demand, when you need it, for minimal cost. No call-out fees. Insurance already included.

You bought a brand new king size bed and mattress. You're ready to pay extra for the delivery, but then the store says their next available delivery time is in a week. On a Tuesday. Sometime between 12pm and 4pm. Should you cancel the purchase and buy somewhere else?

No – just book in a big Movepal van + 2 movers for just \$109 to make a store-to-home same-day delivery.

Your big BBQ is today, but you woke up in the morning to find a puddle in the kitchen and the fridge is dead. All the meat is going to spoil and the beer's gonna warm up. Call 000: It's an emergency! Quick – you race to the nearest white goods store and buy a gleaming new fridge, but the earliest delivery is next week.

It's all good:

Get a Movepal ute + 1 mover to pick it up and deliver it immediately for just \$75 per hour.

It's your partner's birthday on Friday and you found him a super awesome massaging, recliner so he can veg out and fall asleep in front of the idiot box whenever he wants. Awesome! But the store can't deliver it for a week.

No worries!

Order a small Movepal van + 1 mover for \$79 per hour to pick it up on Friday at 5pm and deliver it just as he's getting home from work.

Talk about timing!

Website: movepal.com.au

Request your move online or in our app. Choose your pickup and delivery destination, team, and your preferred date and arrival time.

Wait while we find the perfect team for your move. You will receive a notification to confirm your move is locked in.

Make sure you are prepared for you move or delivery

Track your move, chat with your mover and receive status updates.

Choose a day or night that doesn't disrupt your business.

Too large to mail or pick-up, Movepal will get it there for you.

From a few items to a three bedroom home.

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Page: Locations & Movers Near You | Movepal

We provide local moving for services such a home moves, office moves and item deliveries

We charge no call out fees or depot charges. Just a simple door-to-door rate.

After the first hour, you will only be charged per minute thereafter.

We are fully insured for your peace of mind.

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By requesting the Company to supply the Services, the Customer agrees to accept and be bound by the Company's terms and conditions. All and any business undertaken by the Company shall be subject to the Company's terms and conditions of contract which are as follows:

1. "Company" means Movepal Pty Ltd (ABN: 19623987066), its employees, servants, agents, subsidiaries and/or associated entities.

"Customer" means the party that uses the App to connect and contract with a Mover to Move its Goods.

"App" means the Company's application platform that enables a Customer and Mover to connect and contract to Move the Goods.

"Mover" means the carrier that uses the App to connect and contract with a Customer to Move the Goods requested by the Customer.

"Move" means the moving service requested by the Customer through the App which is accepted by the Mover.

"Goods" means all goods subject of the Move, including the packaging, boxes, pallets, containers or other devices/materials used to protect and/or carry the Goods by the Customer for the Move.

"Item" means a single piece of furniture or the sum of the parts of a piece of furniture.

Words importing the singular include the plural and vice versa and words importing any gender include all genders and words importing a party include a person, firm, corporation or other entity where appropriate.

2. The Customer warrants that:

(i) It is the owner of the Goods or otherwise has the authority of the owner or person having an interest in the Goods or any part thereof to use the Company's App to connect and contract with a Mover to Move the Goods subject to these terms and conditions.

(ii) The value of the Goods is no greater than \$1,000 for the Customer's request to move a single item and no greater than \$10,000 for the Customer's request to move multiple items and if they are greater, the Customer warrants that it will not make a claim against the Company or hold the Company responsible or liable in any

way and will indemnify the Company for any loss, damage, expense and/or liability occurring as a result of the Move in relation to such items.

3. Should the Customer choose to Move its Goods through use of the App, it will be required to enter specific details of its identity, the Move and credit card information on the App to request a Mover to Move the Goods. In completing the request, the Customer offers the opportunity for a Mover to select and accept the Customer's offer through the App to perform the Move for the Customer.

To request a Mover to Move the Goods on the App, the Customer will be required to:

- (i) insert the pick-up and delivery addresses.
- (ii) choose a Mover Truck size.
- (iii) select Move date and time.
- (iv) upload photos and add descriptive details of the Goods to be Moved including but not limited to the type of Goods, the size of the Goods, the weight of Goods, the quantity and volume of the Goods, the packaging of the Goods and the access and ability to lift and Move the Goods.
- (v) insert the Customer's credit card details.

5. When attending to the pick-up of the Goods, the Mover may at its own discretion determine that one or more of the Goods may present issues in relation to the Move and so shall have the right to:

- (i) complete the Move in more than one truckload if all Goods included in the Move do not fit in the first truckload.
- (ii) transport the Goods in more than one truckload which the Customer acknowledges and agrees the Mover can do and for which the Customer will be liable for additional charges incurred.
- (iii) reject the Move of one or more of the Goods.
- (iv) require the Customer to sign a waiver in relation to loss or damage of the Goods should the Mover agree to perform the Move.

6. Upon completion of the Move as requested by the Customer, the Mover will click the "Move Complete" button on the App and the App will automatically debit the Customer's credit card in relation to the payment

owed by the Customer to the Company pursuant to these terms and conditions.

7. In supplying the App as a service for use by the Customer, the Company acts as agent of the Customer insofar as such App connects the Customer with a Mover to Move the Goods. The Company does not offer nor supply any other services in relation to the Move save acting as the Customer's agent for the lodgment of claims and agent in arranging insurance as set out in paragraphs 11 and 14 respectively below.

8. In completing its request to Move the Goods on the App, the Customer will be required to accept the terms and conditions of service of each of Movepal, the Mover and the Insurer. The Customer has a right not to accept these terms and conditions, not complete the request to Move and choose an alternative service provider. The Customer should review the above- mentioned terms carefully when required by the App prior to finalising its request for the Move. The Company warrants that all Movers that provide services pursuant to the Company's App have identical terms and conditions save the identity of the Mover.

9. The Customer acknowledges that in requesting a Move on the App, the Customer is offering a Mover the opportunity to perform the Move and when the Customer is notified of a Mover's acceptance of this offer, the Customer becomes the customer of the Mover for the purpose of the Move subject to the terms and conditions referred in the provision above.

10. The Company warrants that the Mover will have Public Liability and Carriers Legal Liability and Workers Compensation/Personal Accident insurances in relation to the services it provides to Move the Goods:

11. If the Customer incurs loss or damage in connection with the Move by the Mover, the Company will at the Customer's request act as the Customer's agent in lodging a claim against the Mover for such loss or damage.

12. Should the Company sustain, receive or incur any claim, loss, damage, payment, expense, cost, fine and/or other liability resulting from the Move, the Customer agrees to indemnify the Company in full in respect of same save in circumstances where such is caused by:

- (i) the provision or operation of the App (excepting when caused by the Customer),
- (ii) the Company acting as agent of the Customer in making claim for loss or damage for the Customer against a Mover (Clause 11 herein) and/or

(iii) the Company arranging insurance on the Customer's behalf (Clause 14 herein)

13. (a) Subject to the terms and conditions in this contract and mandatory applicable statute, convention or law, the Company shall not be liable for any loss or damage suffered by the Customer or any other person, howsoever caused or arising, whether:

- (i) arising from an authorised or unauthorised act OR contemplated or un contemplated act under this contract;
- (ii) caused by the negligence and/or recklessness and/or wilful misconduct of the Company's servants, employees, agents, contractors or otherwise;
- (iii) a breach or fundamental breach of contract;
- (iv) resulting from, or attributable to, any statement, representation or information, oral or written, made or given on behalf of the Company or its servants, agents, employees or contractors.

(b) In all cases where liability cannot be excluded by this agreement because of mandatory applicable statute, convention or law, the liability of the Company is limited to the lesser of AUD\$100.00 or the cost value of the Goods or third party property damaged.

(c) Without limiting the generality of the foregoing, in all cases where liability cannot be excluded or limited by this agreement for breach of any condition or warranty in respect of the Services pursuant to statute or otherwise, the liability of the Company is limited to any one or more of the following as determined by the Company at its absolute discretion:

- (i) providing supply of the Services again; or
- (ii) payment of the cost of having the Services supplied again.

(d) Without limiting the generality of the foregoing, the Company shall in no circumstances be liable for indirect or consequential loss or damage arising from the service it provides including loss of market, loss of profit or loss of contracts howsoever caused. The rights, immunities, defences and limits provided for in these conditions shall apply in any action against the Company for loss or damage whether the action be found in contract, bailment, tort or otherwise notwithstanding any breach of the contract or condition hereof by the Company.

(e) It is hereby agreed between the Customer and the Company that the Customer's right to compensation for any claim for loss or damage will only be maintained provided the following is strictly adhered to:

(i) Any claim for loss or damage must be lodged on the App to the Company within 7 days of the loss or damage occurring;

(ii) Any right to any legal remedy against the Company shall be extinguished unless legal proceedings are brought against the Company in the state where the Move was performed and not otherwise within 6 months from the date of this contract or the date the Goods were delivered or should have been delivered, whichever date occurs first.

14. (a) At no additional cost to the Customer, when the Customer completes its request for a Move which is accepted by a Mover pursuant to the App, the Customer receives Transit Insurance cover for the Goods during the Move

(b) The Transit Insurance covers loss or damage to the Goods during the Move where indemnity is limited to:

(i) \$1,000 per any Move consisting of one item only. The excess is \$100 of which the Mover is responsible for the first \$50 of the excess in respect of any claim on the insurer.

(ii) \$10,000 per any Move consisting of multiple items with \$1,000 per item. The excess is \$1,000 where the Mover is responsible for the first \$250 of the excess in respect of any claim on the insurer.

(c) The Company arranges the Transit Insurance as agent of the Customer through a licensed insurance broker with an insurance company

(d) The Transit Insurance is subject to the terms, conditions and exclusions of the policy of insurance of the insurance company and the terms and exceptions advised by the Company.

(e) The Customer is required to review and accept the terms, conditions and exceptions of the Transit Insurance Policy and Policy Schedule of the Company when prompted for review by the App.

(f) Should such insurance company dispute liability for any reason, the Customer as the insured shall have no recourse against the Company whatsoever and any recourse by the Customer shall be against the insurer.

(g) Except for such insurance so arranged, no insurance will be arranged or effected by the Company on the

Customer's behalf. Given the rights of the company to exclude or limit liability pursuant to sub-paragraphs (a) to (e) of the above provision and the rights of the Mover to exclude or limit liability according to its terms and conditions issued, the Customer should seek its own insurance cover for loss, damage or liability it may incur including pursuant to these terms and conditions.

15. (a) The Customer agrees to pay the Company all fees and charges (plus GST) in respect of the Move.

(b) The App provides the Customer with the option to choose a truck size used by the Mover where each size has a specific hourly rate, or part thereof, in respect of use. An estimate of the cost of the Move is provided for a fully loaded truck when the Customer completes its request for the Move on the App. The Customer acknowledges and agrees that this cost is an estimate only and may increase or decrease upon completion of the Move depending on, but not limited to: the actual quantity, volume, weight of the Goods; whether the Goods require dismantling and/or reassembly; the ease or difficulty of access to the property; the proximity of the Truck to the Goods, and/or any other additional costs/expenses or time that may reasonably be incurred by the Mover through no fault of its own in arranging or performing the Move. There are minimum charge out periods per truck. Further operational, billing and costing conditions apply and are incorporated herein and can be viewed on the FAQ section of the website and the Help section of the App.

(c) Upon completion of the Move or if the Move is not completed because of no fault of the Mover, the fees and charges payable will be debited from the Company's credit card as uploaded by the Customer on the App when requesting the Move.

(d) If the Customer requests a Move on the App which is not accepted by a Mover or which the Customer subsequently cancels prior to the request being accepted by a Mover on the App, then the Customer will not be charged any fees or charges for placing the request or its cancellation respectively.

(e) If the Customer requests a Move prior to 48 hours of the time of the Move requested on the App and a Mover accepts the Move which the Customer subsequently cancels, the Customer will be charged a cancellation fee unless the Customer cancels the Move on the App no less than 48 hours prior to the time of the Move requested and agreed by the Mover on the App.

(f) If the Customer requests a Move within 48 hours of the time of the Move requested on the App and a Mover accepts the Move which the Customers subsequently cancels, the Customer will be charged a cancellation fee unless the Customer cancels the Move on the App within 5 minutes of the Mover accepting the Move on the App. The specific cancellation fees applicable can be viewed on the FAQ section of the website and the Help section of the App.

(g) The App uses Stripe for payment processing. Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification in the payments industry.

16. (a) Any dispute arising under this Contract shall be governed by the laws of, and shall be determined exclusively by the courts of, the state in which the Move is performed.

(b) A reference to any law includes a statutory modification, substitution or re-enactment of it.

17. By booking a Move on the App, the Customer accepts the Company's services subject to these terms and conditions and agrees that it did not rely on any representation, promise, warranty or condition of the Company not expressly made (in writing) part of this contract.

18. It is hereby agreed that if any provision or part of any provision of this contract is unenforceable, such unenforceability shall not affect the application of any other part of such provision or any other provision hereof. Further, should the Company elect not to exercise any of its rights under this contract, under any other contract/agreement or under law, such election shall not constitute a waiver of any rights relating to any other or subsequent breach by the Customer.

19. (a) To the extent of any inconsistency of enforceable terms or a part thereof herein, these terms will prevail over any other terms issued by the Company or Customer.

(b) The use of the Customer's own form is no derogation to these terms and conditions.

20. (a) These terms do not affect the Customer's rights pursuant to Schedule 2 of the Competition & Consumer Act 2010 (Cth) ("CCA") including when the Customer is a "Small Business" and this agreement with the Customer is a "Small Business Contract" – all quoted terms as defined under the CCA. To the extent that any

term or a part thereof is rendered inapplicable or void by the CCA or any other legislation, it shall be rendered inapplicable or void only to the extent required to give effect to that legislation but not further.

(b) If the Customer is a “Small Business” and this agreement is a “Small Business Contract” respectively as defined under the CCA, the Company and Customer agree that:

(i) the Company’s rights to exclude, limit and/or otherwise restrict its liability in Clause 13 above are based on a low-cost rate service and that if the Customer does not choose to proceed on this basis, it can seek the services of an alternative service provider for its Move.

(ii) the Customer’s indemnity referred under Clause 12 above will not apply to the extent that the claim, loss, damage, payment, expense, cost or other liability incurred by the Company resulted from the negligence, recklessness or wilful act of the Company, its servants or agents.

(iii) The Customer’s right to exclude liability for indirect or consequential losses referred in Clause 13(d) above will not apply in circumstances where the Company, its servants or agents actually knew that such loss or damage could be incurred.

21. Where the Company is unable to carry out any obligation under the contract or any loss or damage is caused to the Customer or otherwise due to any circumstance, matter or thing beyond its reasonable control (“force majeure”) or its exercise of reasonable care, the Company shall be excused and released from such obligations or liability to the extent of such prevention, restriction or interference so caused

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Need to move your belongings into storage? Need a removalist to load your Taxibox? Need to get your items back from storage on demand? Movepal has all the answers. On-demand.

Hire Movepal movers to load, transport and unload your storage for less than hiring a budget van and DIY

Movepal can load a full Taxibox up to the roof in about an hour. Just point and we'll pack

Need your storage delivered tonight? This weekend? Movepal can deliver your storage back on-demand

Storage is a great solution to help downsize or declutter your home, especially when you want to keep some of those valuable, but rarely used, belongings for later. But getting your things into storage can be a troublesome.

Even if you order a Taxibox to your door, you still need to get your things loaded carefully inside.

Movepal is the easy solution: and there are no call-out fees!

Book a Movepal ute + 1 mover and get your Taxibox professionally loaded for \$75 per hour.

You're single, independent and off on an extended trip to explore the big wide world. Or perhaps you've landed a choice position in the London office. Either way, you'll need somewhere secure to store your stuff while you're away. And you'll also need to get it all into storage.

Movepal can lift, load and deliver storage anytime.

Get everything in your studio apartment into storage with a Movepal large van + 2 movers for just \$109 per hour.

Time's up. #2 has arrived early, but all your baby paraphernalia is still in storage! Hiring a moving van with insurance costs about \$150 for the day. And their next availability is in a week!

Or you can just order a Movepal delivery on-demand and get our movers to load and deliver it all for you same-day.

For a 1.5m x 3m storage unit, choose a large Movepal van for \$109 per hour.

Request your move online or in our app. Choose your pickup and delivery destination, team, and your preferred date and arrival time.

Wait while we find the perfect team for your move. You will receive a notification to confirm your move is locked in.

Make sure you are prepared for you move or delivery

Track your move, chat with your mover and receive status updates.

Get furniture delivered to your home fast.

Too large to mail or pick-up, Movepal will get it there for you.

Movepal charges door-to-door with no call out fees or depot charges.

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