

Website: picup.com.au

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Page: PicUp | Booking Form

Asbestos

Batteries

Chemicals

Explosives

Flammables

Paint

Toxic Waste

Weapons

Tyres

Marble

Pianos

Pool Tables

Heavy Items: We are unable to take individual items over 120kg.

Oversized Items: Items no larger than 3m x 2m (W x H).

No Excluded Items

Page: PicUp | The Easiest Way To Move Your Things

We will be in touch shortly.

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Page: Terms & Conditions Policy for PicUp Pty Ltd

Last Updated: 02.01.24

These Terms & Conditions ("Terms") govern your access to and use of our services, including our website, mobile applications, and any other features, content, or applications offered by PicUp (collectively, the "Services"). Please read these Terms carefully, as they form a legally binding agreement between you and PicUp.

By accessing or using the Services, you agree to be bound by these Terms. If you do not agree with any part of these Terms, you must not use the Services.

PicUp provides on-demand retail delivery, small moves, labour hire, and junk removal services. Our services connect users ("Customers") who need to move or dispose of items with independent contractors ("Service Providers") who can perform the requested services.

To access and use the Services, you must be at least 18 years old and have the legal capacity to enter into a binding contract. By using the Services, you represent and warrant that you meet these eligibility requirements.

To use certain features of the Services, you may need to create an account. You agree to provide accurate and complete information when creating your account and to keep this information up-to-date. You are responsible for maintaining the confidentiality of your account credentials and for any activities that occur under your account. You agree to notify us immediately of any unauthorized use of your account.

Service Providers are independent contractors, not employees or agents of PicUp. PicUp is not responsible for the actions or omissions of Service Providers. While we strive to work with reputable Service Providers, we cannot guarantee the quality, safety, or legality of the services provided.

You agree to use the Services in a lawful and respectful manner. You may not:

As a user of PicUp Services, you are obliged to pay all applicable fees and charges. These include any relevant taxes and are subject to factors such as the service's location, distance, timing, priority, and the complexity of the service you request. It is your responsibility to maintain accurate, current payment information and ensure

timely payments. You will bear any costs associated with recovering any unpaid debts. Our standard payment term is Cash on Delivery (COD). For approved Commercial Customers, we offer a 14-day payment period from the invoice issue date.

Initial Payment Calculation: When you book a service, we will process a fixed charge based on your provided details. This charge considers estimated load, travel, and unload times, tolls, number of haulers required and any relevant disposal fees. The amount is charged to your chosen payment method immediately upon booking.

Note: The fixed charge is contingent on the accuracy of the information you provide about the items and required labour.

Adjustment for Inaccurate Booking Details: If the details you provide at booking are insufficient or inaccurate, an additional payment may be required. This adjustment covers any extra expenses not accounted for in the initial booking, such as extended loading/unloading times, additional items to be moved/removed, handling stairs, or the need for additional haulers. We will agree on any additional charges with you in writing upon arrival on the day of the booking.

Cancellation and refund policies may vary depending on the specific services requested. Please refer to the cancellation and refund policy for the specific services you are interested in for more information.

To the maximum extent permitted by law, PicUp shall not be liable for any direct, indirect, incidental, special, consequential, or punitive damages arising out of or related to your use of the Services, whether based on warranty, contract, tort, or any other legal theory, and whether or not PicUp has been advised of the possibility of such damages.

You agree to indemnify, defend, and hold harmless PicUp and its affiliates, officers, directors, employees, and agents from and against any claims, liabilities, damages, losses, and expenses, including reasonable legal fees, arising out of or related to your use of the Services, your violation of these Terms, or your violation of any applicable laws.

PicUp reserves the right to terminate or suspend your access to the Services, without prior notice, if you breach or violate any provision of these Terms or if your use of the Services is harmful to PicUp's interests or

the interests of other users.

Any disputes arising out of or related to these Terms or your use of the Services shall be resolved through negotiation, mediation, or arbitration, as agreed upon by the parties. In the event of a dispute, you agree to first attempt to resolve the matter informally by contacting PicUp.

These Terms and any disputes arising out of or related to your use of the Services shall be governed by and construed in accordance with the laws of the jurisdiction in which PicUp is incorporated, without regard to its conflict of law provisions.

PicUp reserves the right to modify these Terms at any time, in its sole discretion. If we make any material changes, we will notify you through the Services or by other means. Your continued use of the Services after any such changes constitutes your acceptance of the modified Terms. If you do not agree to the modified Terms, you must stop using the Services.

If any provision of these Terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that the remainder of these Terms shall continue in full force and effect.

These Terms, together with any other terms and conditions specifically referred to herein, constitute the entire agreement between you and PicUp with respect to the Services and supersede all prior or contemporaneous agreements, understandings, or representations, whether written or oral, relating to the subject matter hereof.

If you have any questions, comments, or concerns about these Terms or the Services, please contact us at:

PicUp

6a/32 Currumbin Creek Road

CURRUMBIN WATERS QLD 4223 info@picup.com.au

1300174287

By using the Services, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions.

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Page: PicUp | The Easiest Way To Move Your Things

Happy customers

Moves completed

Loads junk removed

Retail partners

Booking time

Whether it's a single item or a full room of items you need moved, you'll be instantly connected with our highly rated fleet of haulers who will ensure your items are transported safely and swiftly in a ute or cargo van. Experience the ease of moving with PicUp!

Ready to declutter? Transform your space with our efficient junk removal service. We make disposal hassle-free, so you can enjoy a cleaner, more organised home or office.

Unlock the ultimate stress-free moving solution with PicUp's highly-rated removals service. Whether you're moving just a few rooms or an entire 6-bedroom home, PicUp has you covered for every size in between. Our dedicated trucks and expert haulers make it easy for residents of apartments, units, townhouses, and large homes to move with ease.

Join thousands of happy customers across QLD & NSW who've trusted Picup to move them into new homes and clear out unwanted items.

Get instant online quotes with fixed prices and no hidden surprises.

Our PicUp drivers are background checked, certified and fully insured.

No back and forth. You book and we're there — it's that simple.

Partner with the leading last-mile delivery service for big & bulky items in Sydney, Brisbane, Sunshine Coast, Gold Coast & surrounding areas.

Our extensive fleet guarantees fast and reliable delivery, that delights your customers.

Last-mile, big & bulky item delivery experts. On-demand or scheduled.

Save time and money with instant online quotes and simple fixed-price deliveries.

Website: picup.com.au

Drive with PicUp and earn \$60+ per hour, or \$100+ per hour as part of a two-person team. To get started, all you need is your own ute, van or truck, insurance, and to live within our supported regions.

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Page: Privacy Policy

Privacy Policy for PicUp Pty Ltd

Last Updated: 13.05.24

This Privacy Policy ("Policy") outlines how PicUp Pty Ltd ("PicUp", "we", "us", or "our") collects, uses, and protects your information when you use our services. By accessing or using our services, you consent to the data practices described in this Policy.

Information We Collect

1.1 We may collect personal information that you voluntarily provide to us such as name, address, contact information, and payment information.

1.2 We may also collect information about your use of our services, such as transaction data and your interactions with the Service Providers.

1.3 We may collect information about your device and its software, including your IP address, browser type, Internet service provider, device identifier, operating system, and date/time stamps.

1.4 We may collect data from third-party partners to analyze user behaviour and improve our services.

1.5 Collection and Use of Hauler Location Data

To enhance our service and provide real-time updates to our customers, we collect and use location data from our haulers. This data helps us track the progress of deliveries and removals, ensuring timely and accurate updates for our customers.

Location data is collected through the GPS functionality of the hauler's device when logged into the PicUp platform and engaged in operations.

This data is used to provide customers with real-time tracking, optimize routes, improve service efficiency, and ensure safety during operations.

We implement robust security measures to protect location data and restrict access to authorized personnel only.

Use of Information

2.1 We use your personal information to provide, improve, and personalize our services.

2.2 We use your information to communicate with you about your use of our services, product announcements, and software updates.

2.3 We may use your information to comply with legal obligations, resolve disputes, and enforce our agreements.

Sharing and Disclosure

3.1 We do not sell your personal information to third parties.

3.2 We may share your information with Service Providers to enable them to perform the services.

3.3 We may share your information if required by law or in response to valid requests by public authorities.

Security

4.1 We implement appropriate security measures designed to protect your information from unauthorized access, use, or disclosure.

4.2 We require our Service Providers to maintain security standards comparable to ours.

Your Choices

5.1 You may review, correct, or modify your personal information at any time by logging into your account.

5.2 You can delete your account by contacting us at info@picup.com.au. However, some information may remain in our records after your account has been deleted.

Updates to This Policy

6.1 We may update this Policy from time to time. If we make any changes, we will notify you by revising the "Last Updated" date at the top of this Policy and, in some cases, we may provide you with additional notice.

Please review our Terms & Conditions and Cancellation and Refund Policy before using our services. By using our services, you agree to be bound by this Privacy Policy. If you have any questions or need further clarification, feel free to reach us at info@picup.com.au or call 1300174287.

PicUp Pty Ltd reserves the right to modify this Privacy Policy at any time. If we make changes, we will notify you through the Services or by other appropriate means.

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By using the Services, you acknowledge that you have read, understood, and agree to be bound by this Privacy Policy.

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Call 1300 174 287(Monday to Saturday 8am-4pm)

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For all other enquiries please email us at info@picup.com.au

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