



### **Shepherd Moves Terms and Conditions**

1. Shepherd Moves is Defined as a Home, Office and Commercial Removals Service.
2. The client is defined as the person/s engaging Shepherd Moves for the purpose of Home, office or commercial removals.
3. Removals is defined as any item that Shepherd Moves Deems as an item or items that are safe to transport by Shepherd Moves Staff.
4. The quote is always an estimate and can vary from time to time depending on many factors including but not limited to Weather, Access and traffic.
5. Unless otherwise organised with Shepherd Moves, all rubbish removal is the responsibility of the client. Shepherd Moves provides a rubbish removal service at \$145 per hour plus GST for a minimum of 2 hours. Shepherd Moves can also arrange for the collection of items for donation to charity for a fee on a case by case basis.
6. On completion of your move, we will walk through the job to confirm the move is to the satisfaction of the client. It is an acknowledgment that we have completed the move to your satisfaction. We will highlight and/or take photos of any items that appear to have stains, are worn and have cracks or breakage. We do not take responsibility once we have left the property for these items.
7. If Shepherd Moves services are engaged to Move, we take no responsibility once we have left the premises and have completed the walk through.
8. We are unable to provide our services without a certificate of occupancy.
9. We are unable to provide our services if the job does not meet OH&S guidelines.
10. We are unable to work without shoes.
11. These terms and conditions are a confirmation of your EFT deposit and must be completed and returned to Shepherd Moves via email prior to the commencement of works.
12. Our quote is based on a preliminary viewing/ inventory of your location, photos, and/or inspection.
13. Shepherd Moves is not held responsible for any delays incurred as a result of any third party and its staff and/or vehicles arriving at the client's house. Shepherd Moves chargeable hours commence at the agreed time upon arrival at the client's property, regardless of whether the third party is present or not, delayed or otherwise.



14. Shepherd Moves reserves the right to charge for our time/expenses incurred in organising your move to the time of cancellation.
15. In the event of cancellation of a job, we reserve the right to apply any deposit paid to cover either or both, our expenses incurred to date and that of an of our third-party suppliers.
16. We are aware of the industry and allow changes to be made to dates, but should you need to postpone your booking Shepherd Moves require a minimum of 48 hours' notice.
17. Upon acceptance of our quote Shepherd Moves requires a deposit to secure your booking. The balance of payment along with other costs incurred will be processed once your job has been completed.
18. Work is done in good faith and payment is due on a) completion of works by either Eft, credit/debit card or b) within 7 days of receipt of invoice if organised prior to the commencement of your move.
19. Shepherd Moves reserves the right to charge at increments of 15 minutes once the Minimum time frame has concluded and all invoices will reflect this.
20. Shepherd Moves do not take responsibility for items and inventory left behind at the upload/unload address unless they are engaged to project manage the upload/unload. It is the responsibility of the client to complete a final check.
21. We need to be told by you what you would like to be moved and where it needs to go in the form of an inventory. Our Estimate is a guide only and will be based on what You have told Us at that point in time. After Our initial advice, any lists given to Us will be taken as a guide and not a full inventory, unless otherwise stated. Traffic on the day, long access, stairs etc. can add significant time onto an Estimate and is the Client's responsibility. There is a two hour Minimum on all bookings at the quoted price and then subsequently charged in 15-minute increments.
22. We will park anywhere that You designate that is safe and legal. If a parking spot is deemed as a risk, any agreement to cater for the Client is an agreement between You and the Driver, and We will not be liable. If a parking spot has a time limit, the Client is responsible to ensure adequate time is provided. If a parking fine occurs after being given instructions by the client, it is the responsibility of said client to cover the cost of the fine.
23. You need to tell Us in writing prior to the move about any special precautions or fragile goods you would like us to take. We will cater for all items as directed by you



and the inventory list provided but reserve the right to refuse to take any items for any reason at our discretion. You need to show us everything you need moved when we arrive at the pickup. You must check that nothing extra is taken, or items missed. Sometimes there are more items that were discussed during the booking. We will always try to fit it in for you, but we don't always have time or space to do more than we were booked for. If that is the case, we will try to discuss alternative options to get it all done. If, after loading, we can't deliver your goods for reasons outside our control, we will bring them back to our depot. You will then be responsible for any re-delivery charges. If this happens, we will do our best to contact You to work out any other way of solving the issue. We will not accept any claim for consequential loss or damage if we refuse or are unable to move an item or items for any reason. We will not accept any claims for reimbursement or discounts based on lateness on the day that is beyond our control.

24. Our total estimates are based on 'door to door' billing; meaning from when We arrive at Your first address, including any unforeseen waiting times, until We put everything into the new property exactly how You want it. Billing is always rounded up to the nearest 15 minutes and the time ends once payment is completed. We may provide a discretionary couple of minutes; however, our increments are in firm 15-minute blocks after the 2 Hour minimum has been passed.
25. Travel is usually billed as 30-60 minutes as standard on all jobs. Higher fees may be billed on jobs that require a callout outside Melbourne.
26. Please have Your payment ready (Cash, Card or EFTPOS - surcharges may apply to Card and eftpos) before our team is due to finish the job. Working time does not stop until payment is finalised. Before payment is also an ideal opportunity to inspect Your items before the Team leaves. This ensures any guarantee can be upheld. We must be paid in full at the end of the job. We don't take cheques or offer invoices without prior arrangement. If You are unable to pay for Your job on completion, we may need to hold on to Your items as security until payment is made. In this case charges may apply to re-deliver those items. Unless a payment arrangement is made items may be disposed of or sold after 28 days.

## **27. Our Guarantee**

We guarantee our work, as well as providing transit and public liability insurance. This means that as long as we're told about any damage before our team leave the job, we can explore your options for compensation. These include Repairing the defect to as close as possible to its original condition or 2) Compensation up to the value of pre-damage market value. In this case, we would require an itemised receipt from the seller or manufacturer for the item, and we will work out the estimated value based on depreciation, as well as other factors.



## 28. What we can't guarantee

We will cover physical damage that is caused by dropping, mishandling or non-securing of items, except in the following circumstances:

- Outdoor furniture including plants, pots, soil and similar items.
- Stone, granite, composite or similar items. We will take these items if they can be safely moved, however We do not cover these items under our guarantee due to their inherent susceptibility to suffer damage upon removal.
- TVs not packed in their original box, computer equipment, photocopiers, scientific instruments, musical instruments not in hard cases, architectural models, sculptural artwork and washing machines without travel bolts.
- Pieces of glass not wrapped or packed safely. This includes picture glass and tabletops.
- Furniture designed to be flat packed, or made of pressed wood, such as IKEA, Fantastic
- Furniture, Custom made furniture, or similar. These items are inherently susceptible to suffer damage or disorder, no matter how carefully We move them. We recommend disassembly of such items before moving to reduce these risks (disassembly is offered at an extra service by Shepherd moves at an extra cost).
- Mobile Storage Customers. We will not cover any items packed into mobile storage containers without a waiver being signed by the client first stating that any damages after being loaded are not the responsibility of Shepherd Moves.
- We will not cover any internal faults where the item was not mis-handled by Us and was secured properly in the vehicle.
- Retro, antiques or any items of age (usually exceeding 10 years) will not be covered.
- Cosmetic scratches, scuffs and dents to items and property.
- Linoleum defects will not be covered in any circumstances.
- Any item deemed as a 'Heavy Lift' usually in excess of 80kg.
- For any non-professionals helping, that part of the move and associated items/property will not be covered.
- Fabric and leather items including beds, mattresses, sofas, cushions and bedding should be appropriately wrapped/packed to avoid any unforeseen defects whilst in transit or



loading/unloading (all items will be blanket wrapped by shepherd moves, we can also offer covers for most fabric items at an extra cost).

29. We will not reimburse for any repair works that We have not agreed to in writing. We use our own, professional repairs team. If Your goods are covered and require reparation, we will repair them as close to their original condition as possible. We will not compensate for any consequential loss or loss of value. We will not pay repair costs where these are likely to exceed the pre-damage market value of the item - in these cases We will offer compensation to the market value. Where a replacement or compensation is offered, this is not a new item for old item service. The valuation will consider the age, depreciation, and wear and tear of the item. Any items that might be damaged during the removals process must be brought to the company's attention within 3 business days for compensation to be available.

### **30. Hourly Rate Conditions**

We charge an hourly rate and a call out fee. The hourly rate clock begins when we arrive at the first collection address until the completion of payment at the final address. The call out fee is a fixed cost, covering our transit out to and back from the relocation. The hourly rate minimum is two hours on a weekday, three on a Saturday and four hours on Sunday. The hourly rate is charged in 15-minute increments once the minimum hours have elapsed.

In some cases, we may charge for overtime. This would commonly occur for any relocation exceeding eight hours onsite or 5:00pm (whichever comes first). Overtime is typically 1.5x the base hourly rate. Jobs booked for any other time than first thing in the morning (7am) will not come with a guaranteed arrival time. Traffic delays, longer than expected first jobs all contribute to this unfortunately. Please allow a three-hour window just to be on the safe side.



### **31. Fixed Rate Conditions**

The fixed price quote is subject to the items inspected on the day, any additional items that may now require moving will be subject to an additional charge based on our hourly rate. If your property has not settled by the agreed start time you will also be subject to additional costs based on an hourly rate up to the commencement of the upload. If settlement does not go through, you may be subject to holding / storage costs.

### **32. Professional Packing Service**

Professional Packers: We only employ professional packers and offer this service across Melbourne. We can send one packer to help with a small job, such as packing your kitchen, or a much larger team to pack the whole house. We also offer an unpacking service to help you settle into your new home.

Prices: We charge our packing jobs on an hourly rate plus the cost of materials. Please note that the packers will not bring packing materials with them, materials must be delivered prior to the pack or supplied by the customer. Travel charges may apply for packing jobs in non-metro areas.

A 4-hour minimum charge applies for each packer.

Cancellation of packing within 72 business hours apply.