These Terms & Conditions apply to all services provided by **ForsterXpress Removals** (“we”, “us”, “our”). By booking or using our services, you agree to the terms set out below.

1. Services

We provide removals, house moves, house clearances, waste removal, and man with a van services. All services are subject to availability and may vary depending on the size and nature of the job.

2. Quotes & Pricing

- Quotes are based on the information provided at the time of enquiry.
- Prices may change if the job details differ from what was originally agreed (e.g. additional items, access issues, stairs, or extended time).
- All prices are provided in GBP (£).
- Any additional charges will be discussed before work continues.

3. Bookings & Payments

- A booking is confirmed once agreed by both parties.
- Payment terms will be confirmed at the time of booking.
- Payment is typically due upon completion of the service unless otherwise agreed in writing.
- We reserve the right to request a deposit for certain jobs.

4. Cancellations

- Cancellations should be made as early as possible.
- Late cancellations or no-shows may be subject to a cancellation fee to cover lost time and costs.
- If we need to cancel due to unforeseen circumstances, we will offer a reschedule or refund where applicable.

5. Customer Responsibilities

You agree to:

- Provide accurate information about the job
- Ensure safe and legal access to the property
- Remove or secure valuables, fragile, or irreplaceable items
- Inform us in advance of any items requiring special handling

We are not responsible for delays or issues caused by incomplete or inaccurate information.

6. Damage & Liability

- We take care to handle all items responsibly.
- Any damage must be reported immediately or within 24 hours of job completion.

- We are not responsible for pre-existing damage, normal wear and tear, or items packed by the customer.
- Our liability is limited to the value of the damaged item, subject to our insurance terms.

7. Waste Removal

- We are a registered waste carrier.
- All waste is disposed of in accordance with UK regulations.
- We reserve the right to refuse removal of hazardous or prohibited materials.

8. Delays & Access Issues

- We are not liable for delays caused by traffic, weather, access restrictions, or circumstances beyond our control.
- Additional time caused by access issues may result in extra charges.

9. Health & Safety

We reserve the right to refuse or stop work if conditions are unsafe or pose a risk to our team, the customer, or the property.

10. Complaints

If you have any concerns, please contact us as soon as possible so we can resolve the issue promptly and fairly.

11. Governing Law

These Terms & Conditions are governed by the laws of **England and Wales**.

12. Contact Details

ForsterXpress Removals
07928 316069
forsterxpressremovals@gmail.com